

IC Ticket Report with Category Summary

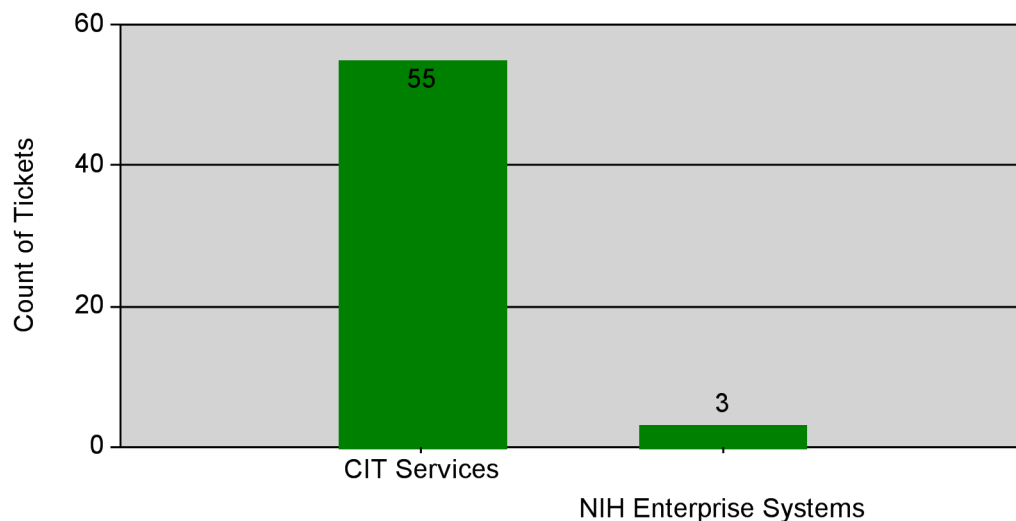


For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009 11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



Anonymous		58
CIT Services		55
Accounts	11	
General Information	44	
NIH Enterprise Systems		3
eRA-External	2	
NED	1	

IC Ticket Report with Category Summary

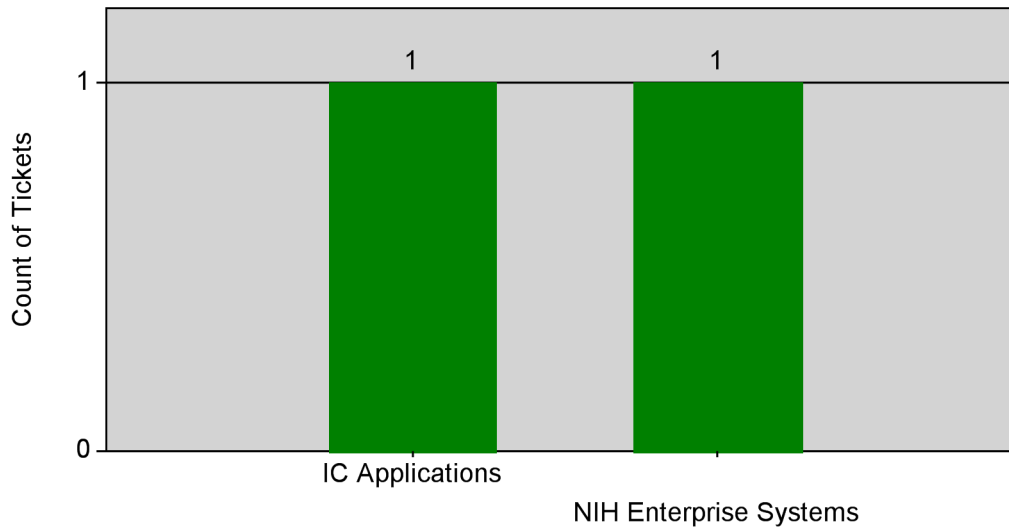


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Tickets By Category Summary



AUX	2
IC Applications	1
Local LAN	1
NIH Enterprise Systems	1
eRA-External	1

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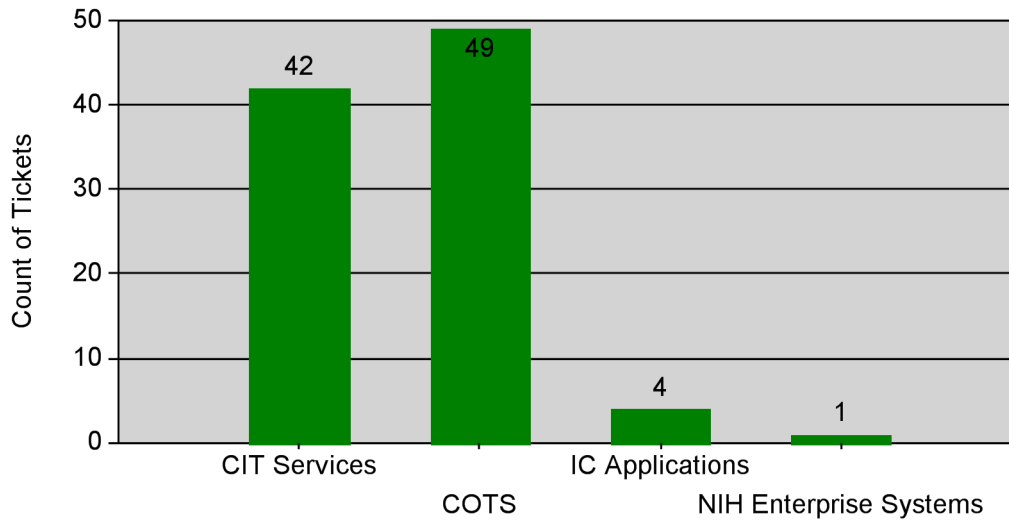


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Tickets By Category Summary



BCRS	96
CIT Services	42
Accounts	9
Back Office Support	16
Connectivity	1
Email	11
OS/390	1
Telecommunications	3
Wireless Services	1
COTS	49
Application Support	25
Hardware	24
IC Applications	4
CC Technical Operations	1
Web Site Issue (non-CIT)	3
NIH Enterprise Systems	1
NED	1

IC Ticket Report with Category Summary

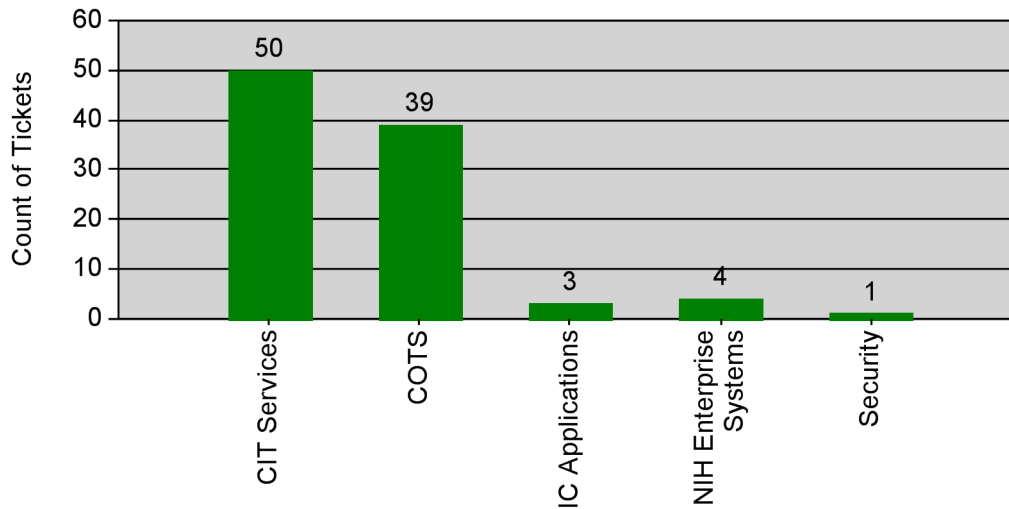


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Tickets By Category Summary



BHPR	97
CIT Services	50
Accounts	17
Back Office Support	5
Connectivity	1
Email	14
General Information	3
NIHnet	2
Telecommunications	1
Video	4
Wireless Services	3
COTS	39
Application Support	11
Hardware	28
IC Applications	3
Local LAN	1

IC Ticket Report with Category Summary



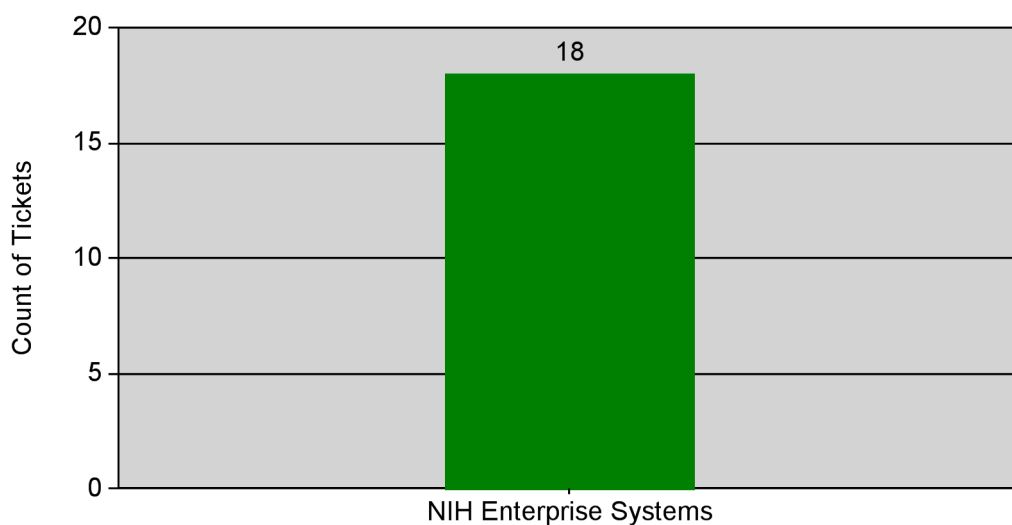
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Web Site Issue (non-CIT)	2
NIH Enterprise Systems	4
GovTrip User Call	4
Security	1
Security	1

Tickets By Category Summary



CBER	18
NIH Enterprise Systems	18
ITAS	17
NED	1

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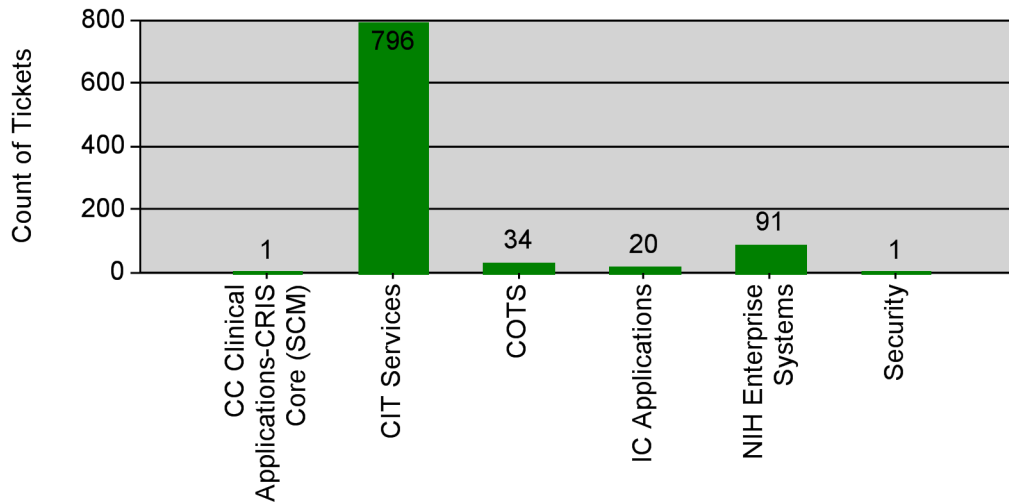


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Tickets By Category Summary



CC		943
CC Clinical Applications-CRIS Core (SCM)		1
CC Clinical Applications-CRIS Core (SCM)		1
CIT Services		796
Accounts		699
Back Office Support		6
CIT Categories		4
Connectivity		6
Email		9
General Information		14
NIHnet		14
OS/390		1
Telecommunications		17
Training		1
Video		2
Wireless Services		23

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COTS	34
Application Support	17
Hardware	17
IC Applications	20
CC Clinical Applications	6
CC Clinical Applications-ATV	4
CC Technical Operations	4
Local LAN	2
Web Site Issue (non-CIT)	4
NIH Enterprise Systems	91
ADB	15
Capital HR Func App Suppt	1
Capital HR Security	4
eRA-External	1
ITAS	12
NBS-User Call	40
NED	16
NIH Data Warehouse	1
NVision	1
Security	1
Security	1

IC Ticket Report with Category Summary

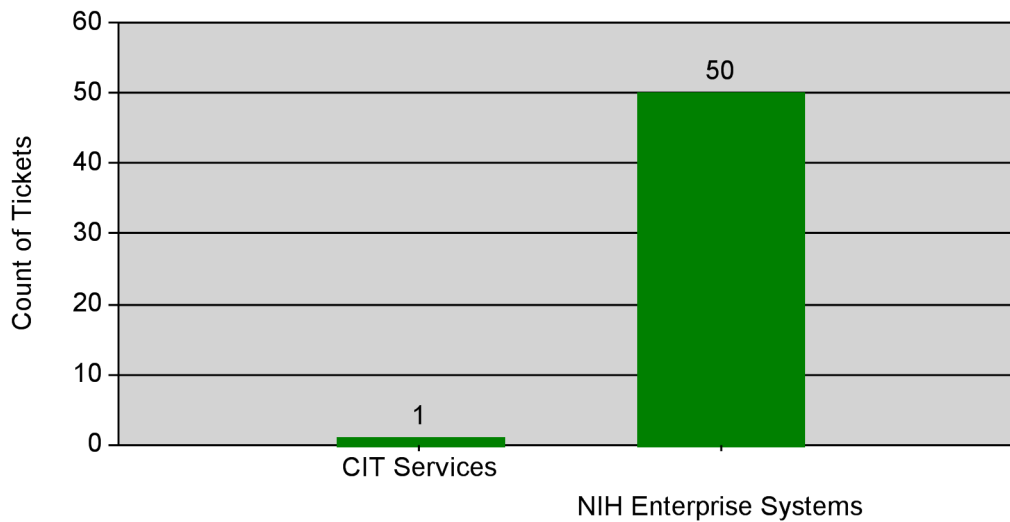


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Tickets By Category Summary



CDER	51
CIT Services	1
Accounts	1
NIH Enterprise Systems	50
ITAS	50

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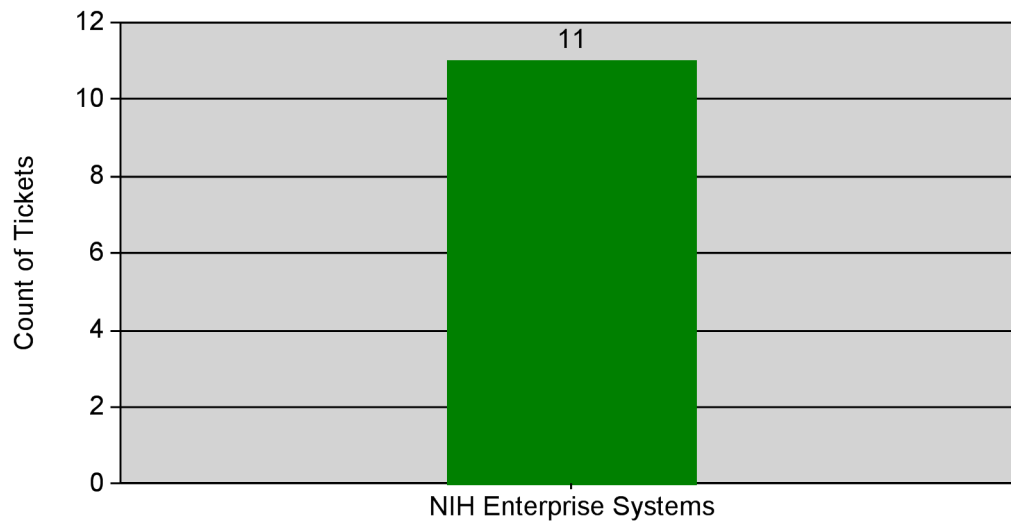


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Tickets By Category Summary



CDRH	11
NIH Enterprise Systems	11
ITAS	11

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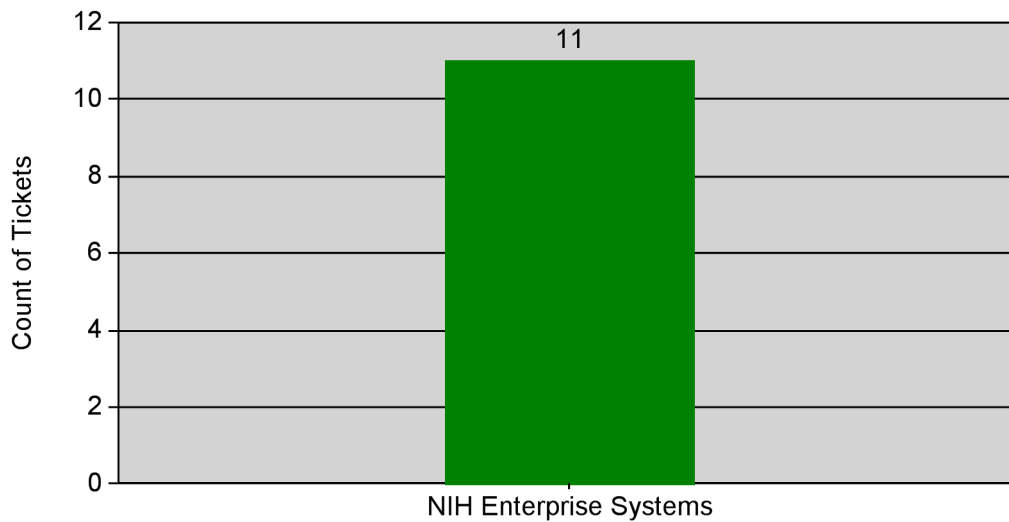


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Tickets By Category Summary



CFSAN	11
NIH Enterprise Systems	11
ITAS	11

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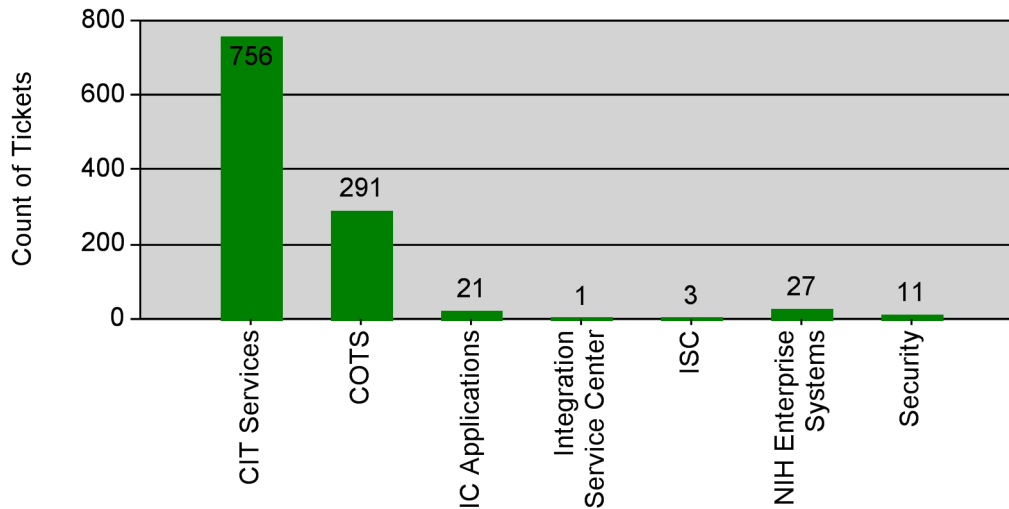


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Tickets By Category Summary



CIT	1110
CIT Services	756
Accounts	342
Back Office Support	41
CIT Categories	5
CIT Categories Aspect	5
CIT Categories Remedy	12
Conference Room Support-Equipment Setup	2
Connectivity	22
Email	65
General Information	38
Helix Support	1
NECS	3
NIHnet	29
OS/390	1
Telecommunications	10

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Training	4	
Video	3	
Wireless Services	173	
COTS		291
Application Support	156	
Hardware	135	
IC Applications		21
Local LAN	16	
Web Site Issue (non-CIT)	5	
Integration Service Center		1
Integration Service Center	1	
ISC		3
ISC	3	
NIH Enterprise Systems		27
ADB	1	
Capital HR Func App Suppt	2	
eRA-COMMONS	6	
ITAS	4	
NBS-User Call	5	
NED	6	
NIH Services	2	
NVision	1	
Security		11
Anti Virus SW	1	
Security	10	

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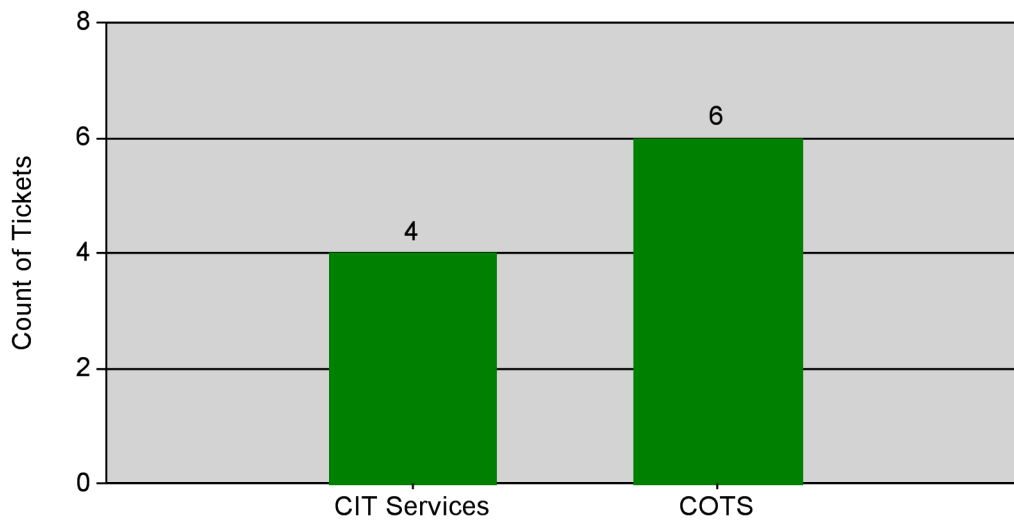


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Tickets By Category Summary



CQ		10
CIT Services		4
Accounts	1	
Connectivity	1	
Email	2	
COTS		6
Application Support	1	
Hardware	5	

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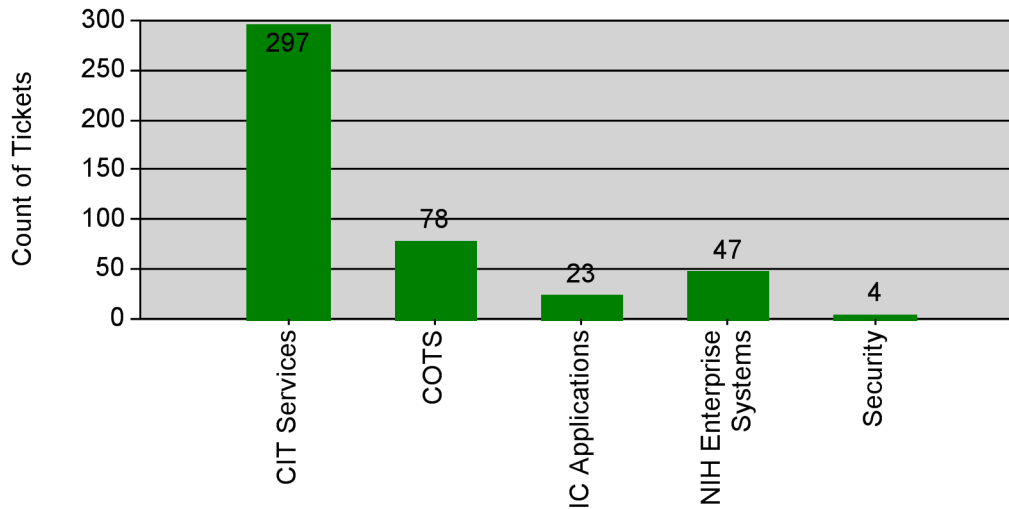


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Tickets By Category Summary



CSR		449
CIT Services		297
Accounts	171	
Back Office Support	34	
CIT Categories Remedy	1	
Connectivity	15	
Email	41	
General Information	13	
NIHnet	10	
Telecommunications	1	
Wireless Services	11	
COTS		78
Application Support	38	
Hardware	40	
IC Applications		23
Local LAN	19	

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Web Site Issue (non-CIT)	4	
NIH Enterprise Systems		47
ADB	1	
eRA-COMMONS	7	
eRA-External	1	
eRA-Grants Management	1	
eRA-IMPAC II	8	
eRA-Infrastructure	2	
eRA-Referral and Review	7	
eRA-Reporting	3	
eRA-Software BA	1	
NBS-User Call	13	
NED	1	
NIH Services	2	
Security		4
Security	4	

IC Ticket Report with Category Summary

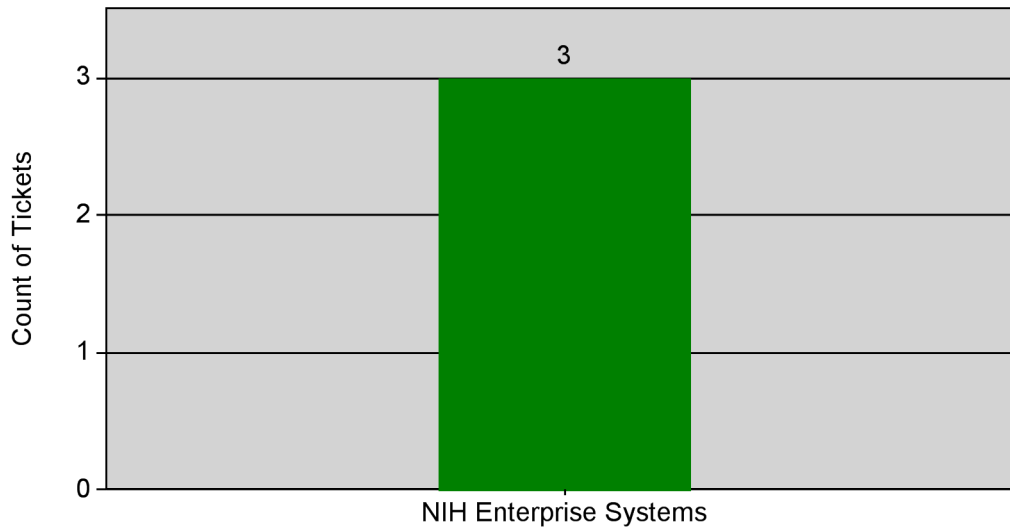


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Tickets By Category Summary



CVM	3
NIH Enterprise Systems	3
ITAS	3

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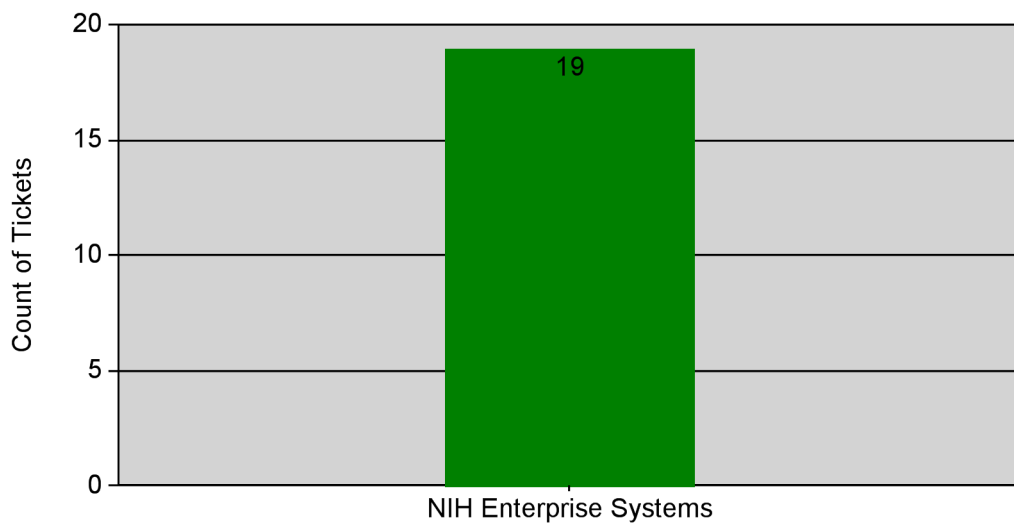


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Tickets By Category Summary



FDA-OC	19
NIH Enterprise Systems	19
ITAS	19

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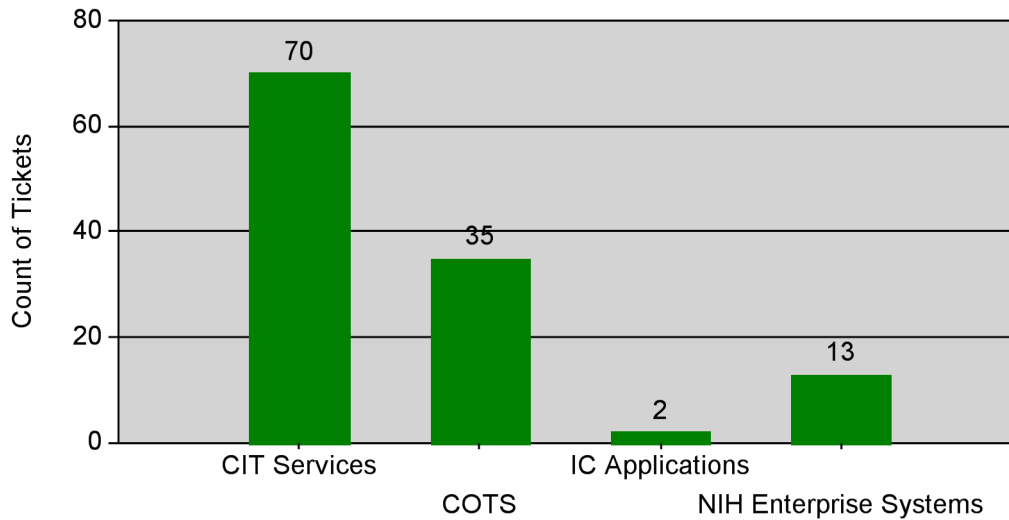


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Tickets By Category Summary



FIC	120
CIT Services	70
Accounts	44
Back Office Support	6
Conference Room Support-Equipment Setup	2
Conference Room Support-Monitor Conference	1
Conference Room Support-Reserve	1
Connectivity	1
Email	5
General Information	3
Helix Support	1
NIHnet	1
Telecommunications	3
Wireless Services	2
COTS	35
Application Support	18

IC Ticket Report with Category Summary



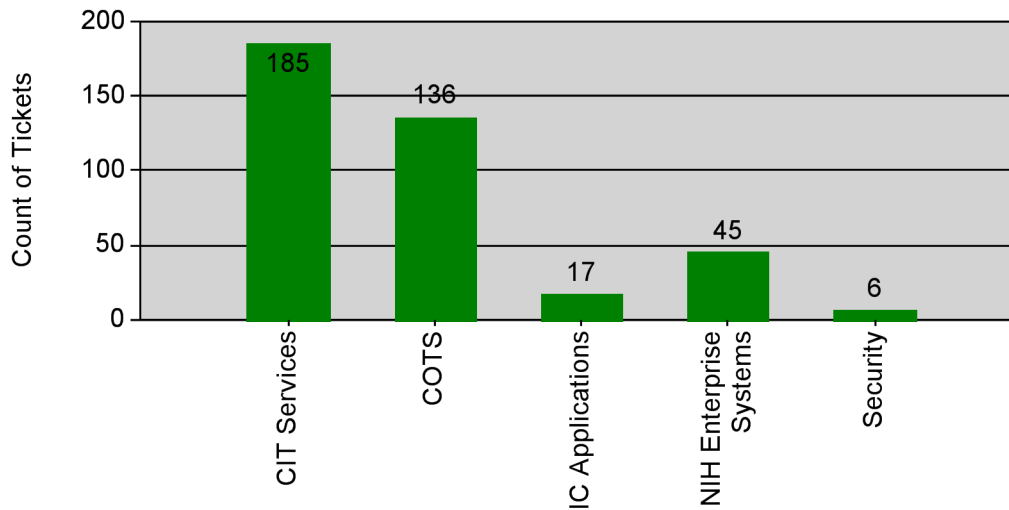
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Hardware	17
IC Applications	2
Local LAN	1
Web Site Issue (non-CIT)	1
NIH Enterprise Systems	13
ADB	1
eRA-Infrastructure	2
ITAS	2
NBS-User Call	5
NED	2
NIH Services	1

Tickets By Category Summary



HHS	389
CIT Services	185
Accounts	74
Back Office Support	29
CIT Categories	3

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Conference Room Support-Equipment Setup	1	
Connectivity	9	
Email	50	
General Information	7	
OS/390	2	
Telecommunications	2	
Video	1	
Wireless Services	7	
COTS		136
Application Support	60	
Hardware	76	
IC Applications		17
CC Clinical Applications	4	
CC Technical Operations	1	
Local LAN	5	
Web Site Issue (non-CIT)	7	
NIH Enterprise Systems		45
ADB	3	
Capital HR Security	1	
eRA-COMMONS	2	
eRA-DB	6	
eRA-External	2	
eRA-Grants Management	3	
eRA-IMPAC II	15	
GovTrip User Call	2	
ITAS	2	
NBS-User Call	2	
NED	7	
Security		6
Security	6	

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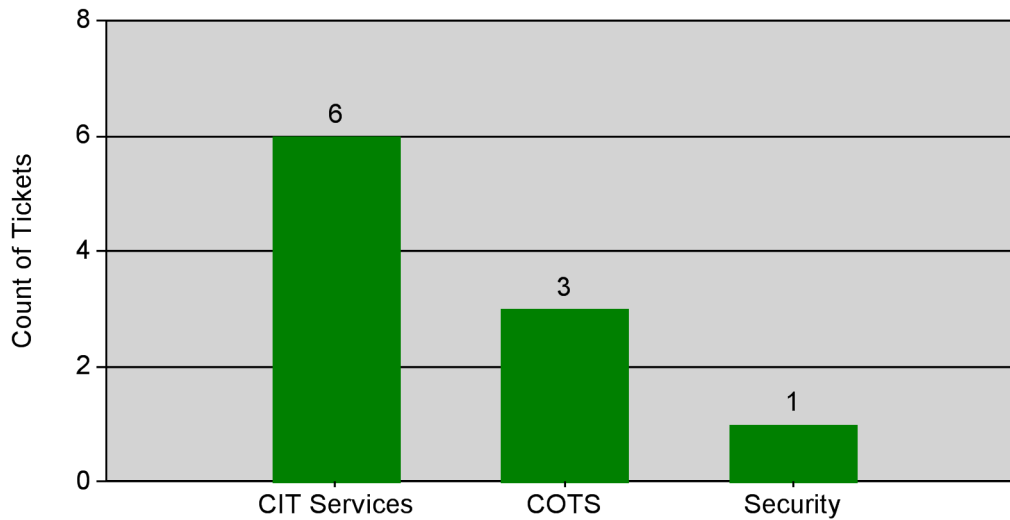


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Tickets By Category Summary



HRSA-OC		10
CIT Services		6
Back Office Support	3	
Email	2	
Wireless Services	1	
COTS		3
Hardware	3	
Security		1
Security	1	

IC Ticket Report with Category Summary

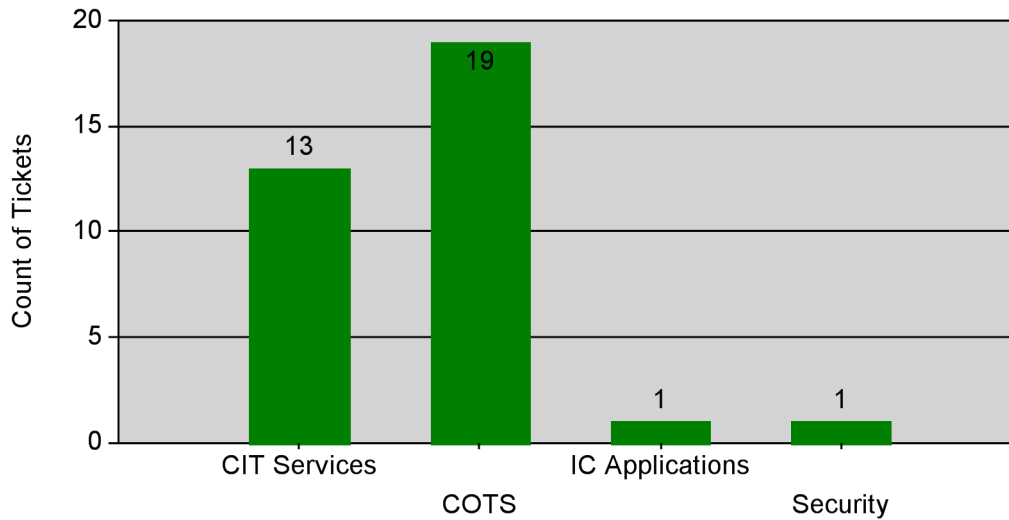


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Tickets By Category Summary



HSB	34
CIT Services	13
Accounts	3
Back Office Support	8
Email	1
General Information	1
COTS	19
Application Support	7
Hardware	12
IC Applications	1
Web Site Issue (non-CIT)	1
Security	1
Security	1

IC Ticket Report with Category Summary

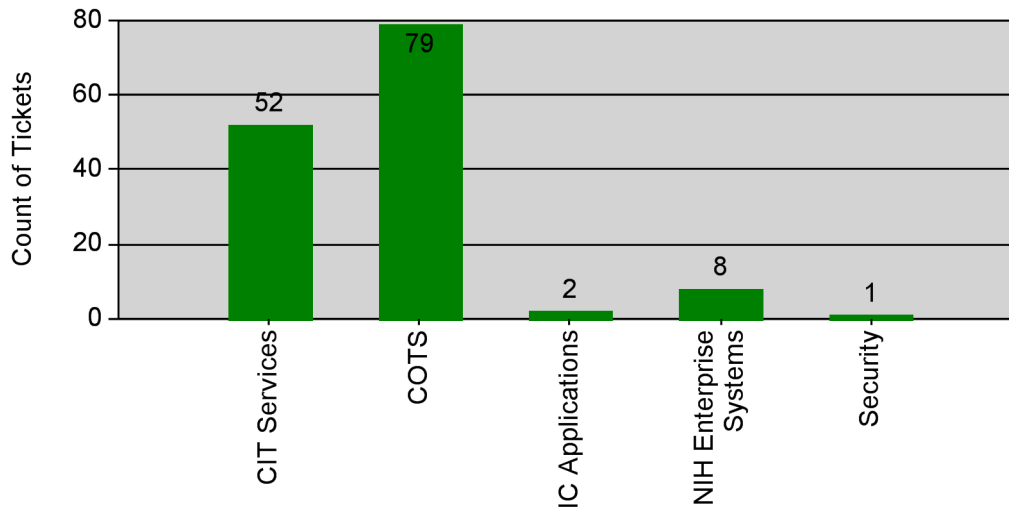


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Tickets By Category Summary



NCCAM	142
CIT Services	52
Accounts	23
Back Office Support	7
Conference Room Support-Equipment Setup	2
Connectivity	3
Email	7
General Information	2
Telecommunications	1
Wireless Services	7
COTS	79
Application Support	39
Hardware	40
IC Applications	2
CC Clinical Applications	1
Local LAN	1

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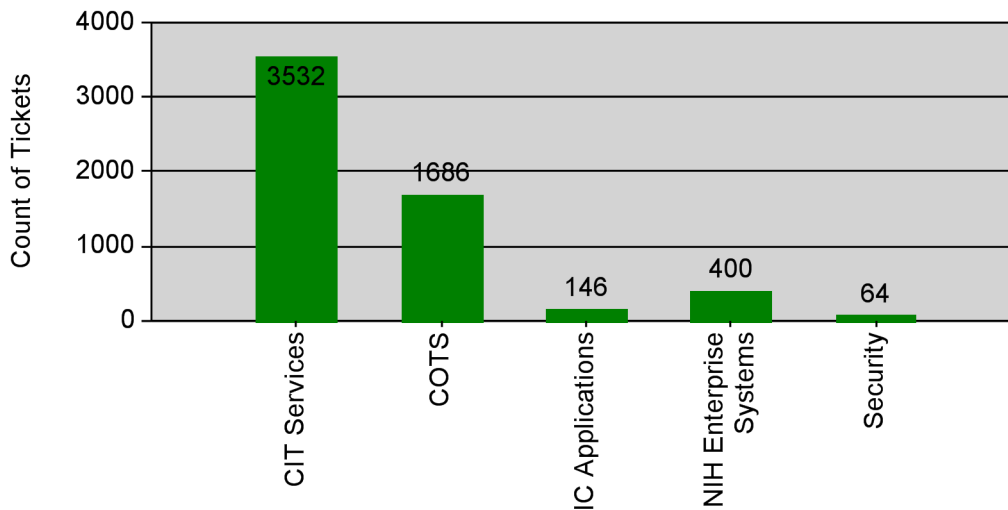
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NIH Enterprise Systems	8
ADB	1
eRA-IMPAC II	1
eRA-Referral and Review	1
NBS-User Call	3
NED	1
NIH Services	1
Security	1
Anti Virus SW	1

Tickets By Category Summary



NCI	5828
CIT Services	3532
Accounts	2323
Back Office Support	290
CIT Categories	17
CIT Categories-General Information	1
Conference Room Support-Equipment Setup	93

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Conference Room Support-Monitor Conference	2	
Conference Room Support-Reserve	1	
Connectivity	130	
Email	310	
General Information	128	
Helix Support	2	
NIH Data Center	1	
NIHnet	33	
OS/390	6	
Pubs	1	
Telecommunications	53	
Training	4	
Video	16	
Wireless Services	121	
COTS		1686
Application Support	671	
Hardware	1015	
IC Applications		146
CC Clinical Applications	14	
CC Clinical Applications-ATV	4	
CC Technical Operations	2	
E-Grants	1	
Local LAN	94	
Web Site Issue (non-CIT)	31	
NIH Enterprise Systems		400
ADB	44	
Capital HR Func App Suppt	8	
Capital HR Security	8	
Capital HR Technical	1	

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eRA-COMMONS	14	
eRA-External	5	
eRA-Grants Management	1	
eRA-IMPAC II	5	
eRA-Infrastructure	2	
eRA-Referral and Review	2	
ITAS	17	
NBS-User Call	157	
NED	106	
NIH Data Warehouse	2	
NIH Services	24	
NVision	4	
Security		64
Anti Virus SW	6	
Security	58	

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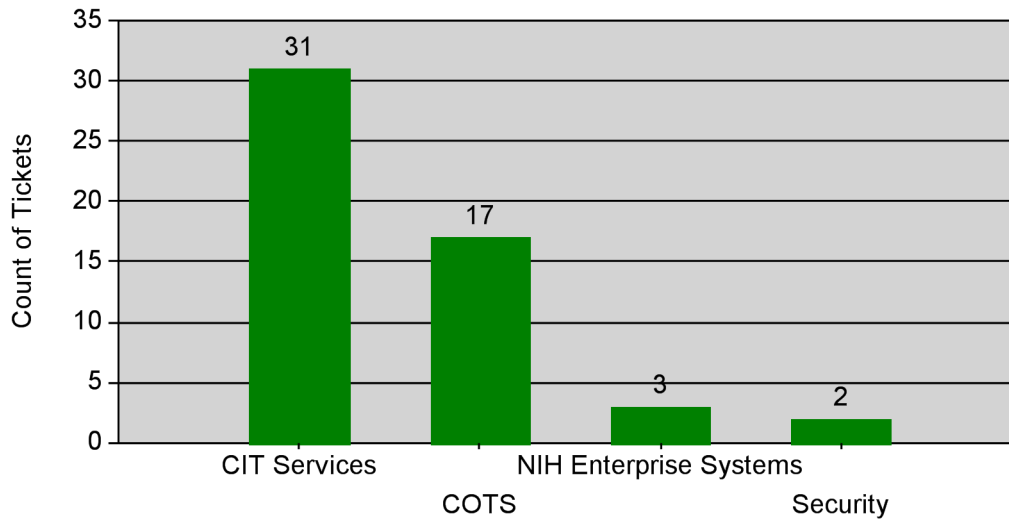


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Tickets By Category Summary



NCMHD		53
CIT Services		31
Accounts	18	
Back Office Support	5	
Email	6	
Telecommunications	1	
Wireless Services	1	
COTS		17
Application Support	1	
Hardware	16	
NIH Enterprise Systems		3
NBS-User Call	2	
NIH Services	1	
Security		2
Security	2	

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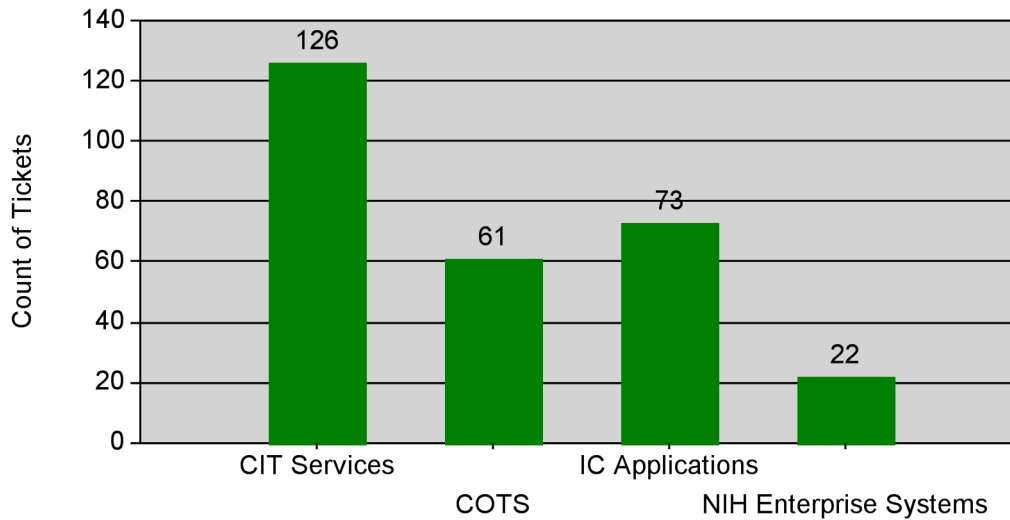


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Tickets By Category Summary



NCRR		282
CIT Services		126
Accounts	43	
Back Office Support	26	
CIT Categories Remedy	1	
Conference Room Support-Equipment Setup	2	
Connectivity	6	
Email	23	
General Information	2	
NIHnet	1	
Telecommunications	3	
Video	1	
Wireless Services	18	
COTS		61
Application Support	26	
Hardware	35	

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IC Applications		73
Local LAN		7
Web Site Issue (non-CIT)		66
NIH Enterprise Systems		22
ADB		3
Capital HR Technical		1
eRA-COMMONS		1
eRA-IMPAC II		2
eRA-Infrastructure		2
eRA-Referral and Review		1
eRA-Reporting		1
ITAS		1
NBS-User Call		5
NED		4
NIH Services		1

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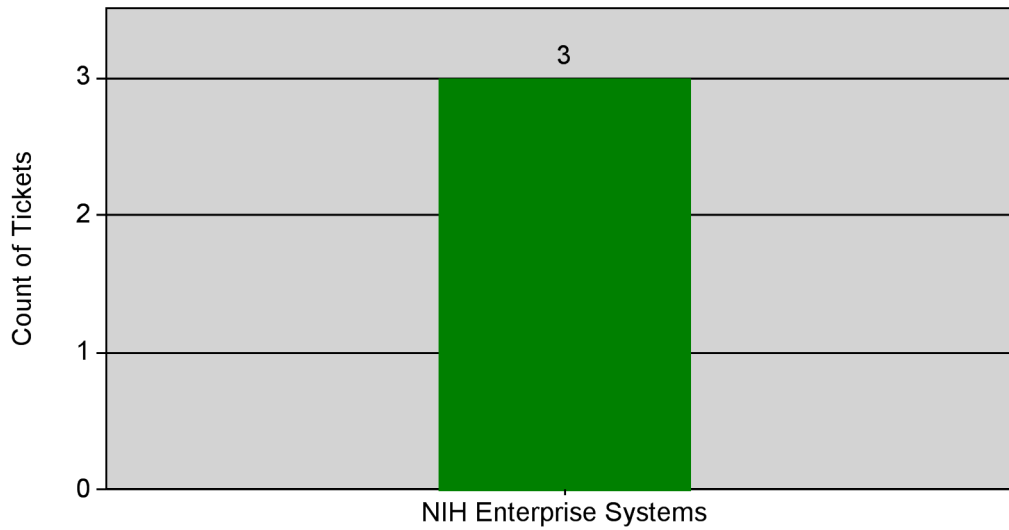


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Tickets By Category Summary



NCTR	3
NIH Enterprise Systems	3
ITAS	3

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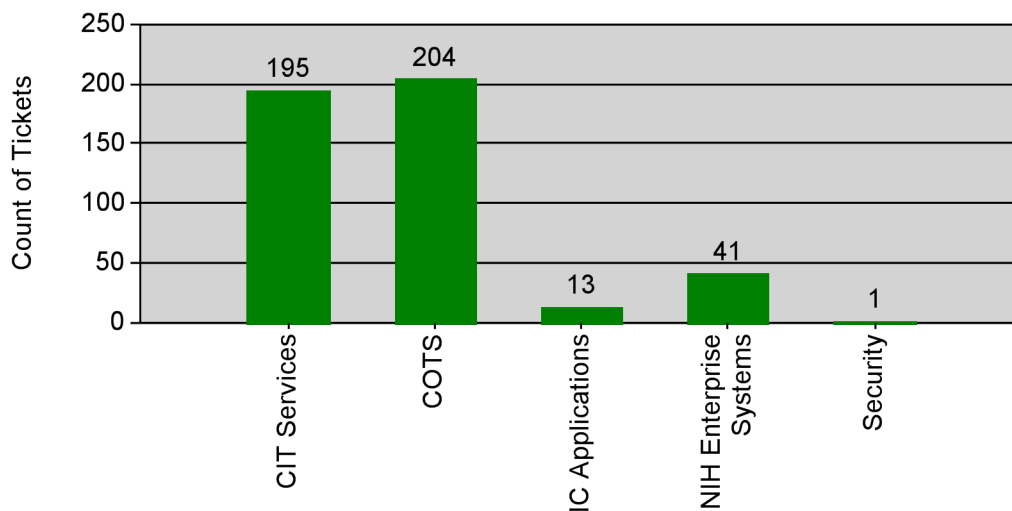


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Tickets By Category Summary



NEI		454
CIT Services		195
Accounts	88	
Back Office Support	16	
CIT Categories	3	
CIT Categories Remedy	1	
Conference Room Support-Equipment Setup	2	
Connectivity	5	
Email	45	
General Information	3	
NIHnet	2	
OS/390	2	
Telecommunications	9	
Training	1	
Wireless Services	18	
COTS		204
Application Support	89	

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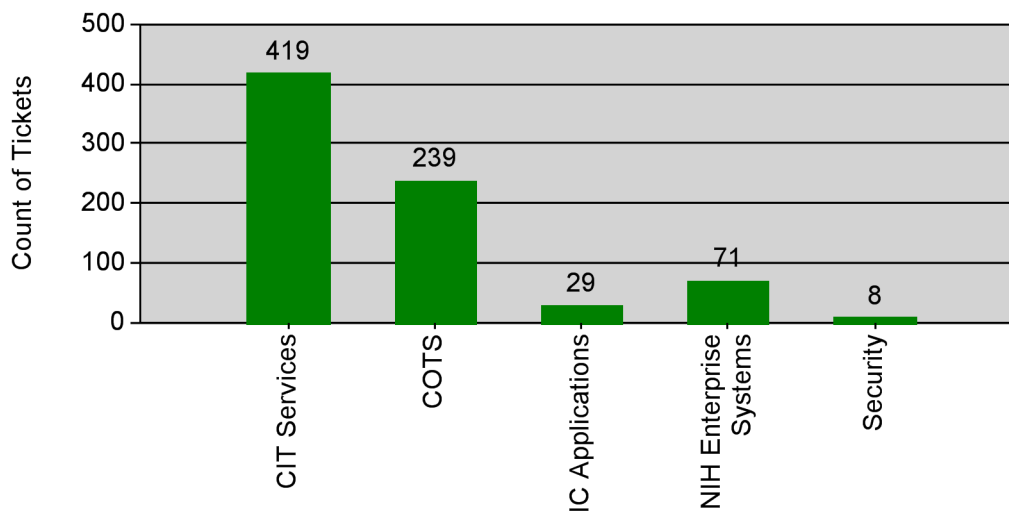
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Hardware	115
IC Applications	13
Local LAN	11
Web Site Issue (non-CIT)	2
NIH Enterprise Systems	41
ADB	9
Capital HR Func App Suppt	1
Capital HR Technical	1
eRA-COMMONS	1
NBS-User Call	20
NED	9
Security	1
Security	1

Tickets By Category Summary



NHGRI	766
CIT Services	419
Accounts	258

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Back Office Support	30	
CIT Categories	2	
CIT Categories Remedy	1	
Conference Room Support-Equipment Setup	4	
Connectivity	19	
Email	31	
General Information	18	
NIHnet	8	
OS/390	2	
Telecommunications	18	
Training	2	
Unix Support	3	
Video	1	
Wireless Services	22	
COTS		239
Application Support	120	
Hardware	119	
IC Applications		29
CC Clinical Applications	2	
CC Clinical Applications-ATV	1	
Local LAN	21	
Web Site Issue (non-CIT)	5	
NIH Enterprise Systems		71
ADB	6	
Capital HR Func App Suppt	2	
Capital HR Security	3	
eRA-COMMONS	2	
eRA-Grants Management	1	
eRA-Infrastructure	1	

IC Ticket Report with Category Summary



For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009 11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

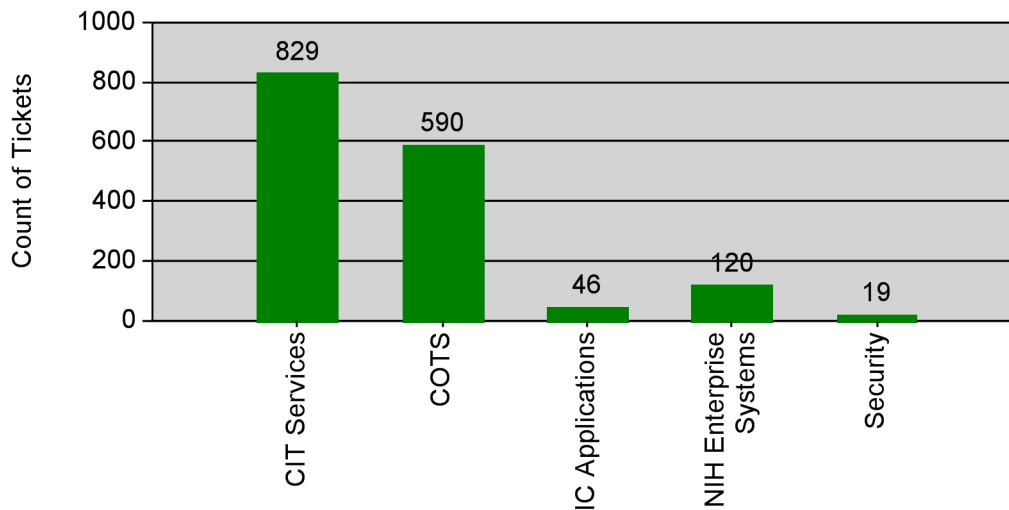
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

ITAS	1
NBS-Sandbox	1
NBS-User Call	34
NED	10
NIH Data Warehouse	5
NIH Services	2
NVision	3

Security 8

Security	8
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Tickets By Category Summary



NHLBI 1604

CIT Services 829

Accounts	486
Back Office Support	87
CIT Categories	5
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	18

IC Ticket Report with Category Summary



For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009
11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Connectivity	28	
Email	102	
General Information	24	
NIHnet	9	
Telecommunications	19	
Training	1	
Video	6	
Wireless Services	43	
COTS		590
Application Support	251	
Hardware	339	
IC Applications		46
CC Clinical Applications	6	
CC Clinical Applications-ATV	1	
Local LAN	35	
Web Site Issue (non-CIT)	4	
NIH Enterprise Systems		120
ADB	15	
Capital HR Func App Suppt	2	
Capital HR Technical	1	
eRA-COMMONS	3	
eRA-IMPAC II	6	
eRA-Infrastructure	3	
eRA-Referral and Review	1	
ITAS	3	
NBS-User Call	59	
NED	15	
NIH Data Warehouse	3	
NIH Services	6	

IC Ticket Report with Category Summary



For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009
11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

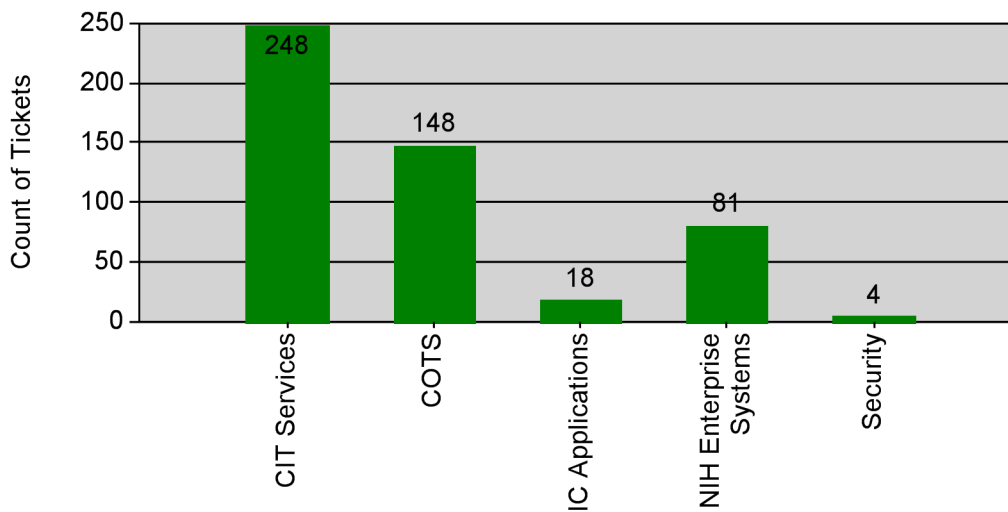
NVision 3

Security 19

Anti Virus SW 3

Security 16

Tickets By Category Summary



NIA 499

CIT Services 248

Accounts 145

Back Office Support 17

CIT Categories 3

CIT Categories Remedy 1

Conference Room Support-Equipment Setup 4

Conference Room Support-Reserve 4

Connectivity 4

Email 35

General Information 9

Helix Support 1

IC Ticket Report with Category Summary



For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009
11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NIHnet	4	
OS/390	1	
Telecommunications	5	
Wireless Services	15	
COTS		148
Application Support	60	
Hardware	88	
IC Applications		18
Local LAN	15	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		81
ADB	7	
Capital HR Func App Suppt	2	
eRA-COMMONS	4	
eRA-Grants Management	1	
eRA-IMPAC II	3	
eRA-Infrastructure	1	
eRA-Referral and Review	2	
eRA-Reporting	1	
ITAS	9	
NBS-User Call	31	
NED	10	
NIH Data Warehouse	2	
NIH Services	5	
NVision	3	
Security		4
Security	4	

IC Ticket Report with Category Summary

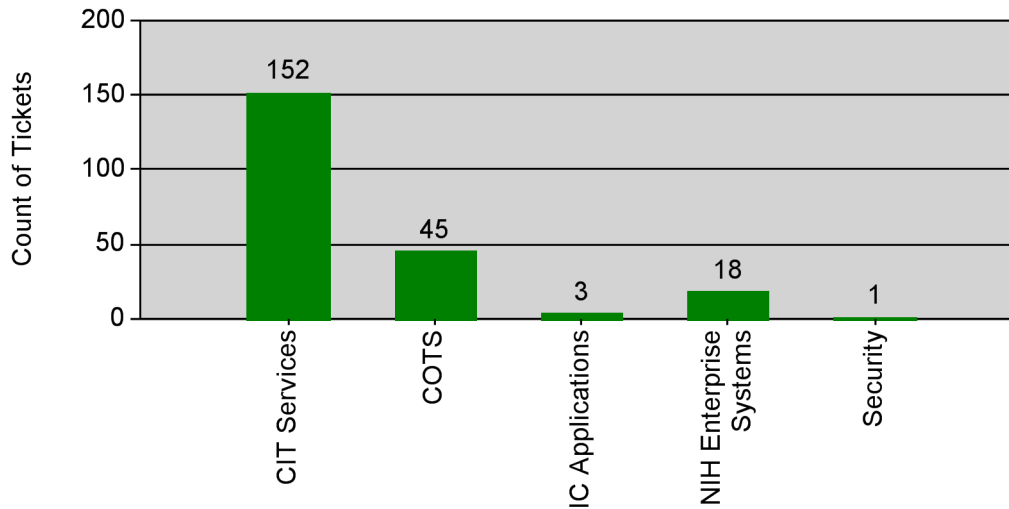


For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009 11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIAAA	219
CIT Services	152
Accounts	91
Back Office Support	11
Conference Room Support-Equipment Setup	3
Connectivity	2
Email	18
General Information	5
NIHnet	7
OS/390	1
Telecommunications	1
Video	1
Wireless Services	12
COTS	45
Application Support	19
Hardware	26

IC Ticket Report with Category Summary



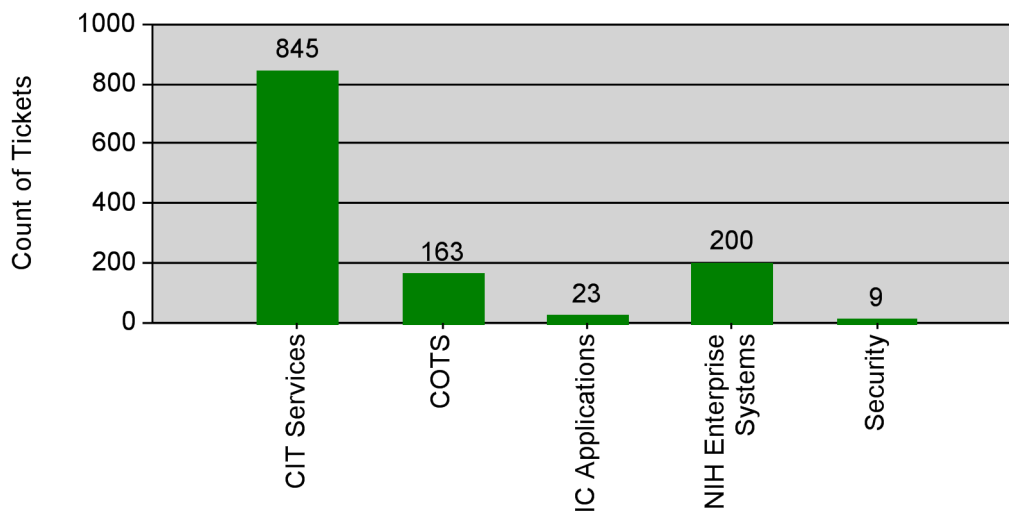
For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009
11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

IC Applications	3
Local LAN	2
Web Site Issue (non-CIT)	1
NIH Enterprise Systems	18
ADB	3
Capital HR Func App Suppt	2
Capital HR Security	2
eRA-IMPAC II	1
NBS-User Call	8
NED	1
NIH Services	1
Security	1
Security	1

Tickets By Category Summary



NIAID	1240
CIT Services	845
Accounts	612

IC Ticket Report with Category Summary



For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009
11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Back Office Support	36	
CIT Categories	1	
Conference Room Support-Equipment Setup	4	
Connectivity	18	
Email	37	
General Information	16	
Helix Support	2	
NIHnet	10	
Telecommunications	13	
Training	4	
Video	1	
Wireless Services	91	
COTS		163
Application Support	88	
Hardware	75	
IC Applications		23
CC Clinical Applications	5	
CC Technical Operations	3	
Local LAN	7	
Web Site Issue (non-CIT)	8	
NIH Enterprise Systems		200
ADB	33	
Capital HR Security	3	
Capital HR Technical	3	
eRA-COMMONS	3	
eRA-Grants Management	2	
eRA-IMPAC II	1	
eRA-Reporting	1	
ITAS	14	

IC Ticket Report with Category Summary



For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009 11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

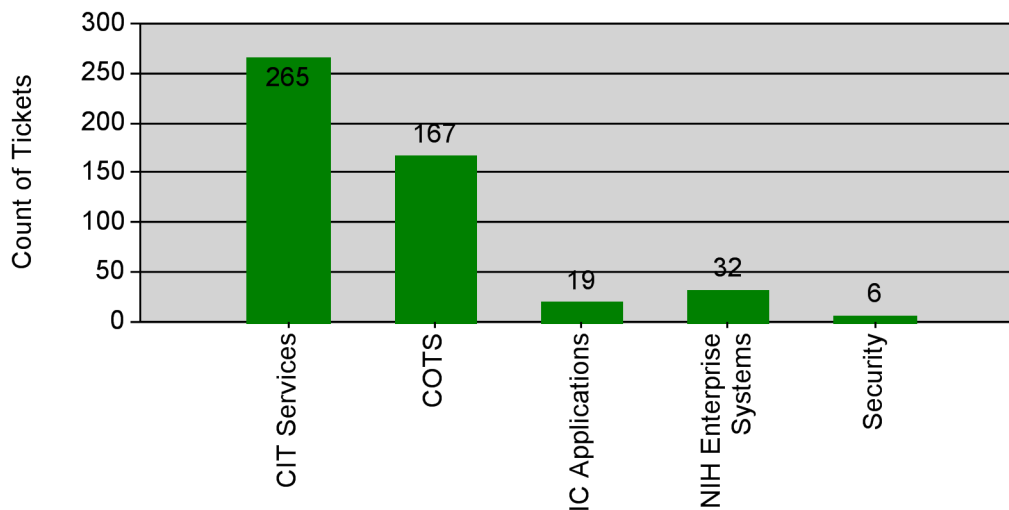
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NBS-User Call	91
NED	35
NIH Data Warehouse	3
NIH Services	8
NVision	3

Security 9

Anti Virus SW	1
Security	8

Tickets By Category Summary



NIAMS 489

CIT Services 265

Accounts	168
Back Office Support	14
CIT Categories	1
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	9
Connectivity	13

IC Ticket Report with Category Summary



For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009
11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Email	19	
General Information	1	
iSDP/Software Distribution	1	
NIHnet	2	
Telecommunications	4	
Video	1	
Wireless Services	31	
COTS		167
Application Support	93	
Hardware	74	
IC Applications		19
CC Clinical Applications	4	
CC Clinical Applications-ATV	1	
Local LAN	9	
Web Site Issue (non-CIT)	5	
NIH Enterprise Systems		32
ADB	7	
Capital HR Func App Suppt	1	
Capital HR Security	1	
Capital HR User Error	1	
eRA-IMPAC II	1	
ITAS	1	
NBS-User Call	18	
NED	1	
NIH Services	1	
Security		6
Security	6	

IC Ticket Report with Category Summary

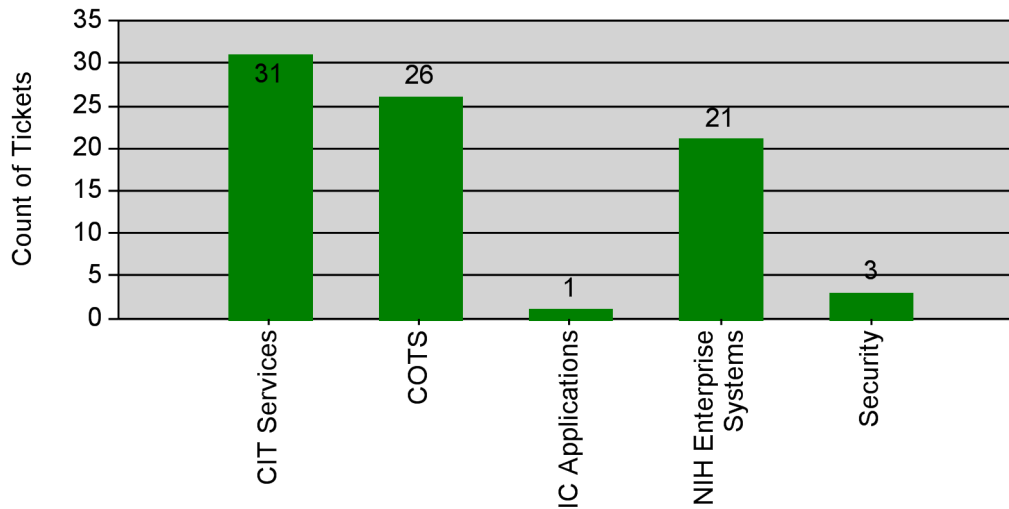


For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009 11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIBIB		82
CIT Services		31
Accounts	7	
Back Office Support	1	
Conference Room Support-Equipment Setup	2	
Connectivity	2	
Email	6	
General Information	3	
Wireless Services	10	
COTS		26
Application Support	11	
Hardware	15	
IC Applications		1
Web Site Issue (non-CIT)	1	
NIH Enterprise Systems		21
ADB	4	

IC Ticket Report with Category Summary



For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009 11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

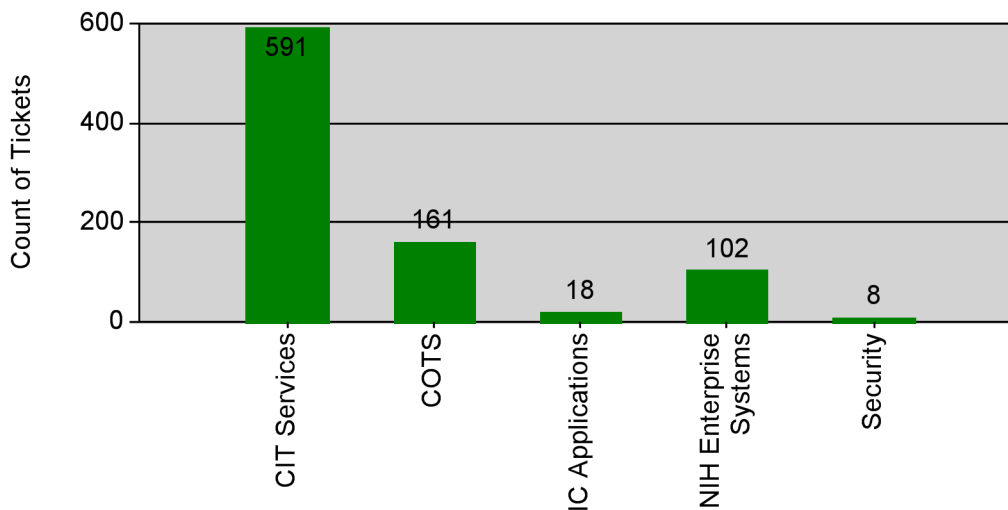
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Capital HR Security	1
eRA-IMPAC II	2
eRA-Infrastructure	1
ITAS	1
NBS-User Call	9
NED	3

Security 3

Security	3
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Tickets By Category Summary



NICHD 880

CIT Services 591

Accounts	452
Back Office Support	12
CIT Categories	3
Conference Room Support-Equipment Setup	7
Connectivity	22
Email	38

IC Ticket Report with Category Summary



For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009
11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

General Information	18	
Helix Support	1	
NIHnet	8	
Telecommunications	13	
Video	1	
Wireless Services	16	
COTS		161
Application Support	70	
Hardware	91	
IC Applications		18
CC Clinical Applications	2	
Local LAN	13	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		102
ADB	10	
Capital HR Func App Suppt	3	
Capital HR Security	1	
eRA-COMMONS	3	
eRA-Grants Management	3	
eRA-IMPAC II	3	
eRA-Infrastructure	3	
eRA-Referral and Review	2	
eRA-Software BA	1	
ITAS	5	
NBS-User Call	53	
NED	10	
NIH Data Warehouse	2	
NVision	3	
Security		8
Anti Virus SW	1	

IC Ticket Report with Category Summary



For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009 11:59:59 PM

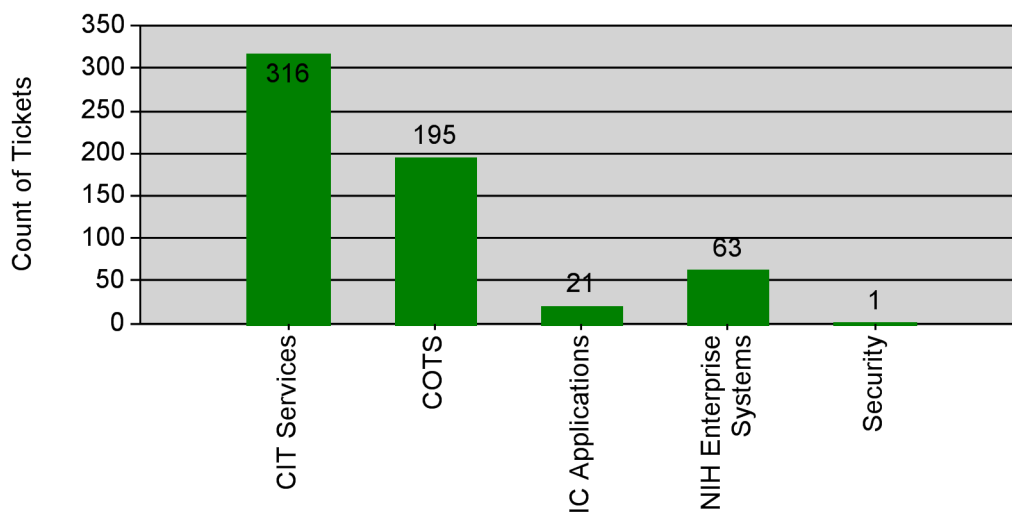
Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Security

7

Tickets By Category Summary



NIDA	596
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CIT Services

316

Accounts	153
Back Office Support	20
Conference Room Support-Equipment Setup	3
Connectivity	19
Email	40
General Information	14
NIHnet	3
Telecommunications	4
Video	8
Wireless Services	52

COTS

195

Application Support	102
Hardware	93

IC Ticket Report with Category Summary



For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009
11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

IC Applications		21
Local LAN	12	
Web Site Issue (non-CIT)	9	
NIH Enterprise Systems		63
ADB	14	
eRA-COMMONS	3	
eRA-Grants Management	3	
eRA-IMPAC II	12	
eRA-Infrastructure	1	
eRA-Referral and Review	1	
eRA-Reporting	1	
ITAS	4	
NBS-User Call	19	
NED	2	
NIH Services	3	
Security		1
Security	1	

IC Ticket Report with Category Summary

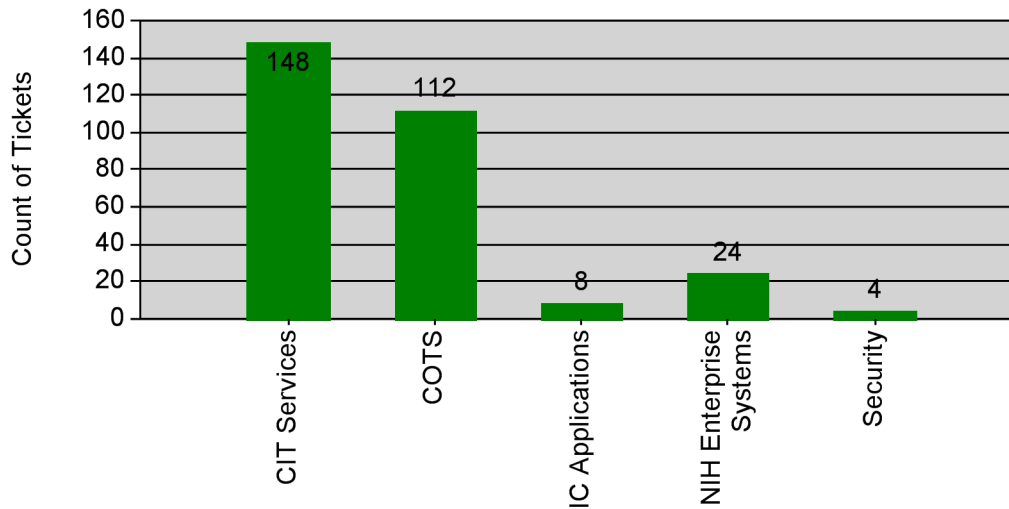


For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009 11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIDCD		296
CIT Services		148
Accounts	83	
Back Office Support	10	
CIT Categories	1	
Conference Room Support-Equipment Setup	1	
Connectivity	7	
Email	20	
General Information	10	
Helix Support	2	
NIHnet	2	
Telecommunications	1	
Training	1	
Video	1	
Wireless Services	9	
COTS		112
Application Support	60	

IC Ticket Report with Category Summary



For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009
11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	52	
IC Applications		8
CC Clinical Applications	1	
Local LAN	7	
NIH Enterprise Systems		24
ADB	4	
eRA-Grants Management	1	
eRA-IMPAC II	1	
eRA-Referral and Review	1	
eRA-Reporting	2	
ITAS	1	
NBS-User Call	8	
NED	3	
NIH Services	3	
Security		4
Anti Virus SW	1	
Security	3	

IC Ticket Report with Category Summary

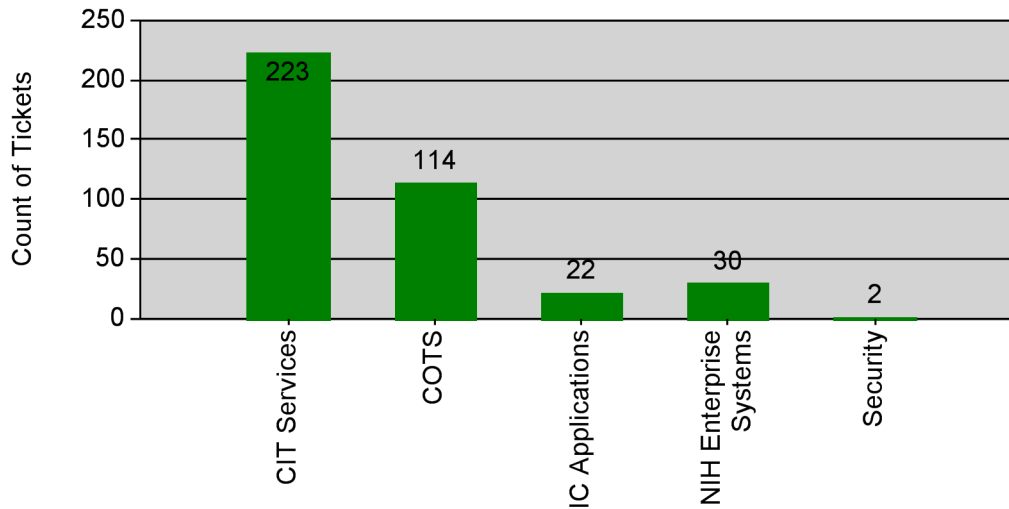


For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009 11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIDCR	391
CIT Services	223
Accounts	145
Back Office Support	26
CIT Categories	1
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	1
Connectivity	5
Email	15
General Information	9
NIHnet	6
Telecommunications	6
Video	1
Wireless Services	7
COTS	114
Application Support	55

IC Ticket Report with Category Summary



For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009
11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	59	
IC Applications		22
CC Clinical Applications	1	
Local LAN	20	
Web Site Issue (non-CIT)	1	
NIH Enterprise Systems		30
ADB	1	
Capital HR Func App Suppt	1	
Capital HR Security	2	
eRA-External	1	
ITAS	1	
NBS-User Call	16	
NED	6	
NVision	2	
Security		2
Security	2	

IC Ticket Report with Category Summary

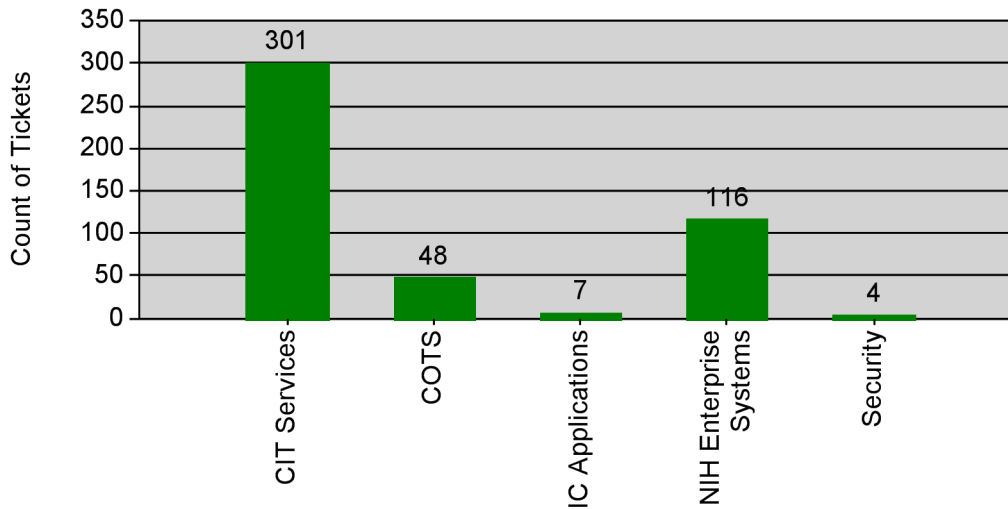


For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009 11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIDDK	476
CIT Services	301
Accounts	223
Back Office Support	16
CIT Categories	3
Connectivity	3
Email	12
General Information	9
Helix Support	1
iSDP/Software Distribution	2
NIHnet	2
OS/390	1
Telecommunications	10
Training	1
Video	9
Wireless Services	9

IC Ticket Report with Category Summary



For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009
11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

COTS	48
Application Support	22
Hardware	26
IC Applications	7
CC Clinical Applications	4
CC Technical Operations	1
Local LAN	2
NIH Enterprise Systems	116
ADB	8
Capital HR Security	4
eRA-COMMONS	2
eRA-External	1
eRA-Grants Management	1
eRA-Infrastructure	2
ITAS	6
NBS Break/Fix	1
NBS-User Call	54
NED	32
NIH Data Warehouse	1
NIH Services	2
NVision	2
Security	4
Security	4

IC Ticket Report with Category Summary

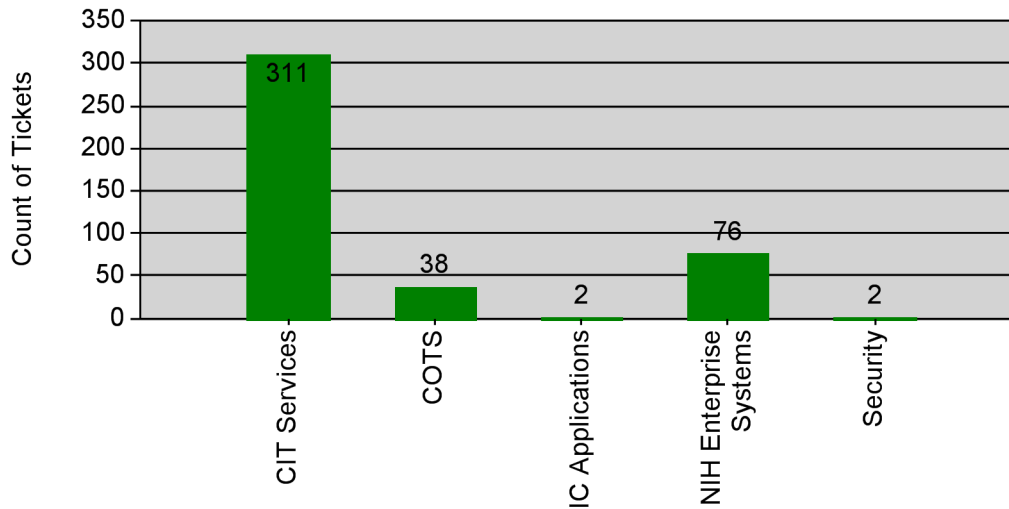


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Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIEHS	429
CIT Services	311
Accounts	273
Back Office Support	7
CIT Categories	1
CIT Categories Remedy	2
Connectivity	1
Email	10
General Information	6
Training	2
Wireless Services	9
COTS	38
Application Support	23
Hardware	15
IC Applications	2
CC Technical Operations	1

IC Ticket Report with Category Summary



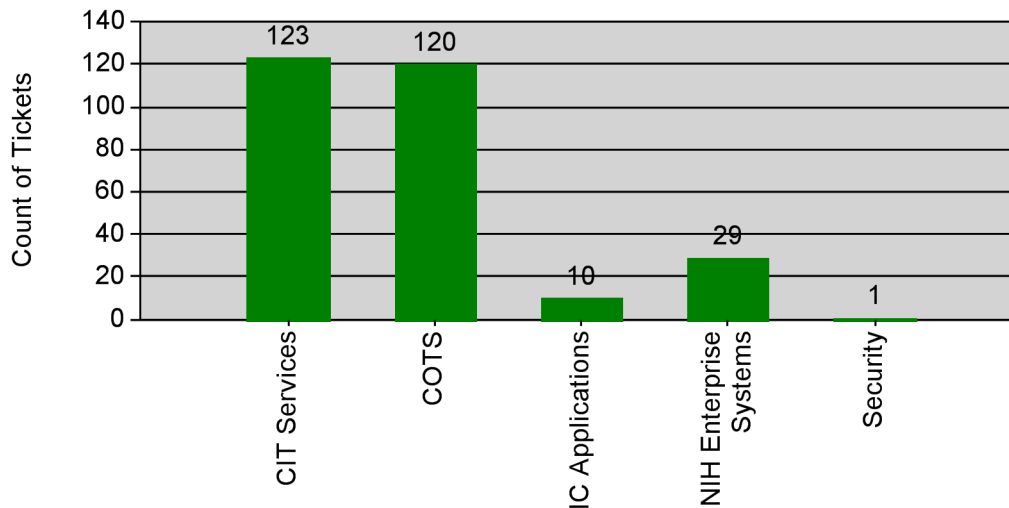
For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009 11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Web Site Issue (non-CIT)	1	
NIH Enterprise Systems		76
ADB	2	
eRA-COMMONS	2	
eRA-External	1	
eRA-Grants Management	3	
eRA-IMPAC II	1	
ITAS	7	
NBS-User Call	44	
NED	12	
NIH Services	2	
NVision	2	
Security		2
Security	2	

Tickets By Category Summary



NIGMS	283
CIT Services	123
Accounts	38

IC Ticket Report with Category Summary



For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009
11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Back Office Support	18	
Conference Room Support-Equipment Setup	3	
Connectivity	1	
Email	14	
General Information	7	
Hardware-Phones	1	
NIHnet	3	
Telecommunications	1	
Wireless Services	37	
COTS		120
Application Support	53	
Hardware	67	
IC Applications		10
E-Grants	1	
Local LAN	7	
Web Site Issue (non-CIT)	2	
NIH Enterprise Systems		29
Capital HR Security	1	
eRA-External	2	
eRA-Grants Management	2	
eRA-IMPAC II	8	
eRA-Infrastructure	3	
eRA-Training	2	
ITAS	1	
NBS-User Call	2	
NED	6	
NIH Services	1	
NVision	1	
Security		1
Security	1	

IC Ticket Report with Category Summary

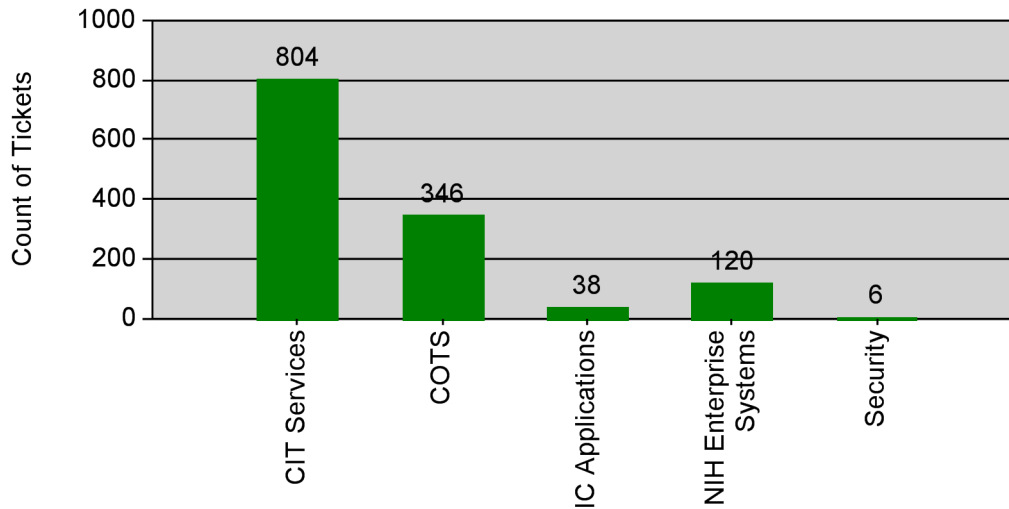


For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009 11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIMH	1314
CIT Services	804
Accounts	594
Back Office Support	40
CIT Categories	5
CIT Categories-General Information	1
Conference Room Support-Equipment Setup	17
Connectivity	18
Email	47
General Information	24
Hardware-Phones	1
Helix Support	1
iSDP/Software Distribution	2
NIHnet	9
Telecommunications	12
Training	2

IC Ticket Report with Category Summary



For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009
11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Video	4	
Wireless Services	27	
COTS		346
Application Support	174	
Hardware	172	
IC Applications		38
CC Clinical Applications	4	
CC Clinical Applications-ATV	3	
Local LAN	24	
Web Site Issue (non-CIT)	7	
NIH Enterprise Systems		120
ADB	13	
Capital HR Security	2	
Capital HR User Error	1	
eRA-COMMONS	3	
eRA-External	1	
eRA-Grants Management	4	
eRA-IMPAC II	9	
eRA-Referral and Review	1	
eRA-Reporting	1	
ITAS	5	
NBS-User Call	42	
NED	24	
NIH Data Warehouse	1	
NIH Services	11	
NVision	2	
Security		6
Security	6	

IC Ticket Report with Category Summary

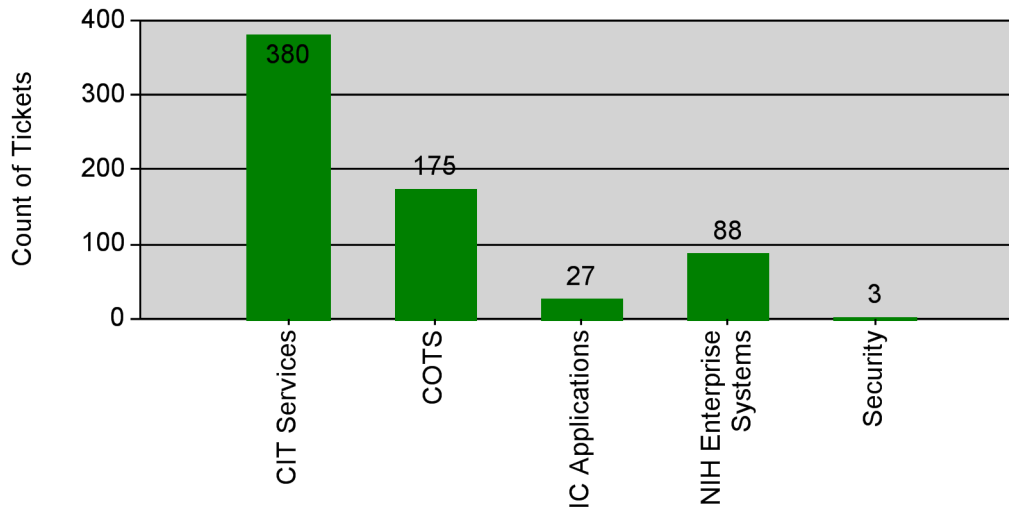


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Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NINDS 673

CIT Services 380

Accounts	236
Back Office Support	23
CIT Categories	2
CIT Categories Remedy	4
Conference Room Support-Equipment Setup	4
Connectivity	16
Email	37
General Information	22
NIHnet	7
Telecommunications	7
Training	6
Video	2
Wireless Services	14

COTS 175

Application Support	77
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IC Ticket Report with Category Summary



For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009
11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	98	
IC Applications		27
CC Clinical Applications	2	
CC Clinical Applications-ATV	1	
Local LAN	19	
Web Site Issue (non-CIT)	5	
NIH Enterprise Systems		88
ADB	8	
Capital HR Security	1	
eRA-COMMONS	4	
eRA-DB	1	
eRA-External	1	
eRA-Grants Management	1	
eRA-IMPAC II	2	
eRA-Infrastructure	1	
eRA-Referral and Review	2	
ITAS	3	
NBS-User Call	36	
NED	19	
NIH Services	9	
Security		3
Security	3	

IC Ticket Report with Category Summary

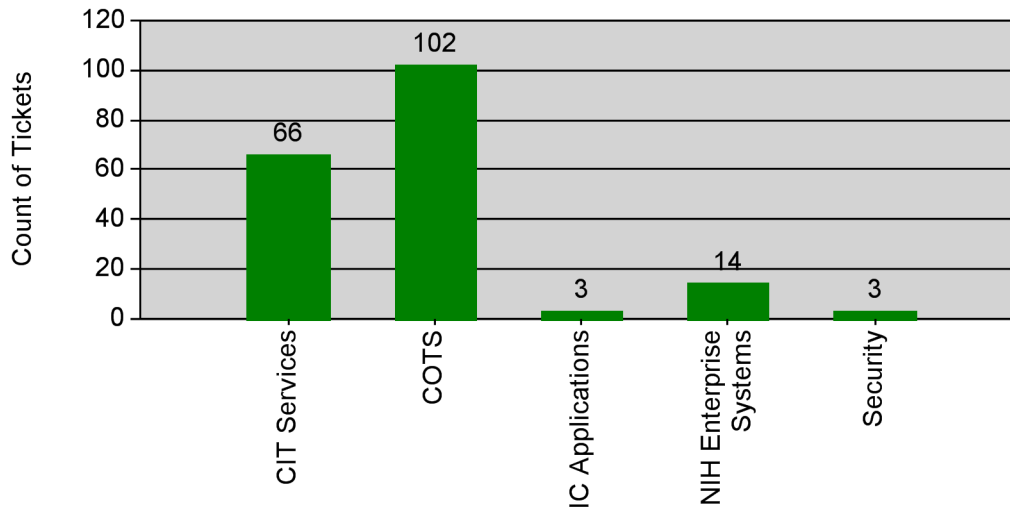


For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009 11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NINR		188
CIT Services		66
Accounts	23	
Back Office Support	8	
CIT Categories	1	
Conference Room Support-Equipment Setup	2	
Connectivity	1	
Email	9	
OS/390	1	
Telecommunications	2	
Wireless Services	19	
COTS		102
Application Support	38	
Hardware	64	
IC Applications		3
CC Clinical Applications-ATV	1	

IC Ticket Report with Category Summary



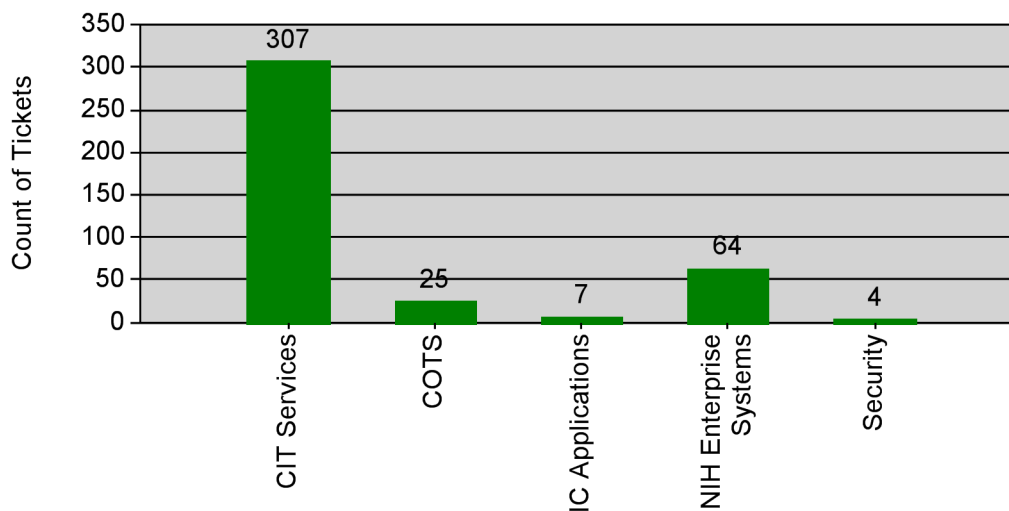
For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009 11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Local LAN	2	
NIH Enterprise Systems		14
Capital HR Change Management	1	
Capital HR Technical	1	
eRA-COMMONS	1	
ITAS	1	
NBS-User Call	6	
NED	4	
Security		3
Security	3	

Tickets By Category Summary



NLM	407
CIT Services	307
Accounts	250
Back Office Support	8
CIT Categories	5
Connectivity	1

IC Ticket Report with Category Summary



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11:59:59 PM

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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Email	9	
General Information	8	
NIHnet	1	
Telecommunications	10	
Training	3	
Wireless Services	12	
COTS		25
Application Support	17	
Hardware	8	
IC Applications		7
CC Technical Operations	1	
Local LAN	3	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		64
ADB	3	
Capital HR Non-App Specific	1	
Capital HR Security	3	
eRA-COMMONS	1	
eRA-DB	1	
eRA-IMPAC II	1	
ITAS	5	
NBS Break/Fix	1	
NBS-User Call	34	
NED	9	
NIH Data Warehouse	1	
NIH Services	3	
NVision	1	
Security		4
Security	4	

IC Ticket Report with Category Summary

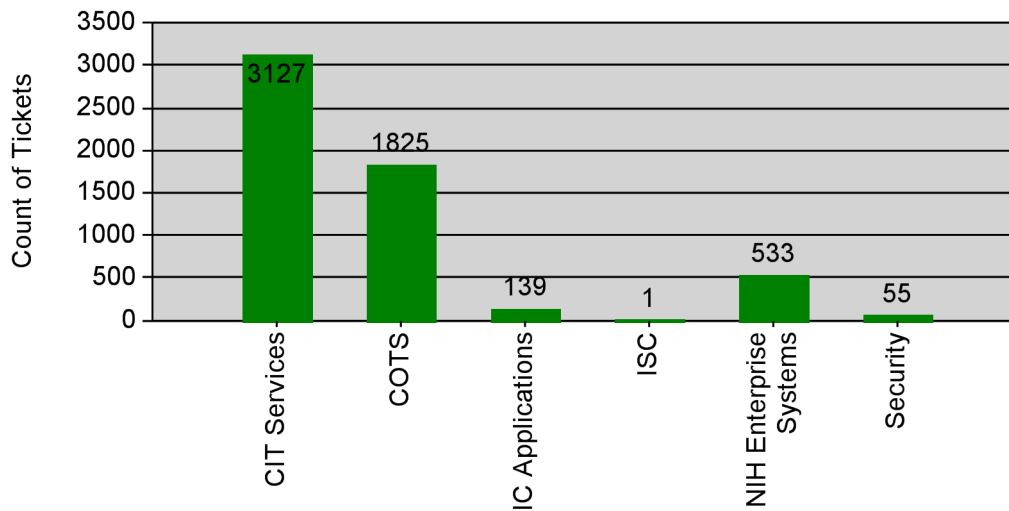


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Tickets By Category Summary



OD	5680
CIT Services	3127
Accounts	1696
Back Office Support	408
CIT Categories	33
CIT Categories Aspect	1
CIT Categories Remedy	12
CIT Categories-General Information	3
Conference Room Support-Equipment Setup	38
Conference Room Support-Monitor Conference	2
Conference Room Support-Reserve	3
Connectivity	140
Email	350
General Information	116
NIH Cabling Infrastructure-Cabling	1
NIHnet	38

IC Ticket Report with Category Summary



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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

OS/390	3	
Telecommunications	98	
Training	11	
Video	8	
Wireless Services	166	
COTS		1825
Application Support	839	
Hardware	986	
IC Applications		139
CC Clinical Applications	1	
E-Grants	2	
Local LAN	86	
OIT Categories	1	
Web Site Issue (non-CIT)	49	
ISC		1
ISC	1	
NIH Enterprise Systems		533
ADB	51	
Capital HR Func App Suppt	11	
Capital HR Security	11	
Capital HR Technical	1	
Capital HR User Error	1	
eRA-COMMONS	12	
eRA-DB	1	
eRA-External	2	
eRA-Grants Management	3	
eRA-IMPAC II	27	
eRA-Infrastructure	7	
eRA-Reporting	3	

IC Ticket Report with Category Summary



For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009 11:59:59 PM

Snapshot Date: 6/1/2009 6:48:05 AM

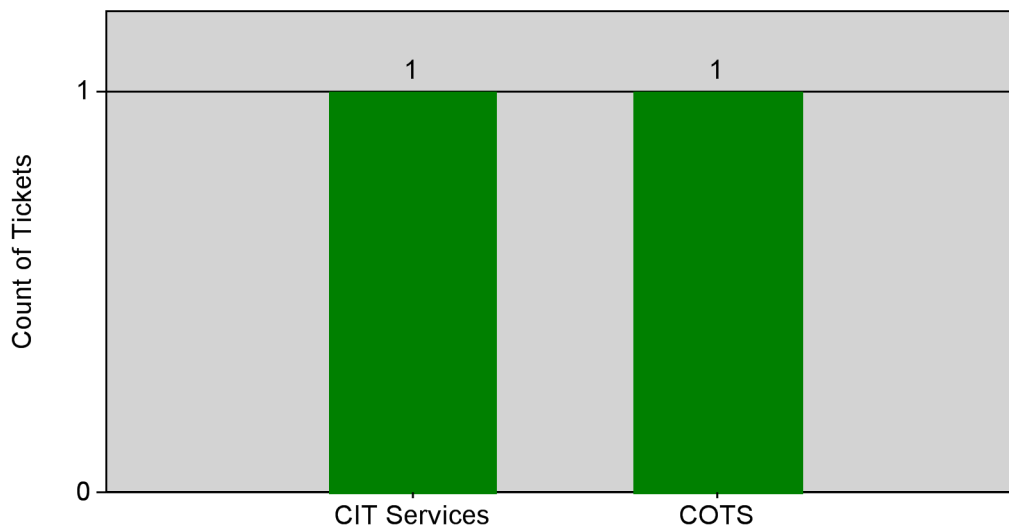
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

GovTrip User Call	15
ITAS	23
NBS-Sandbox	2
NBS-User Call	248
NED	65
NIH Data Warehouse	11
NIH Services	29
NVision	10

Security 55

Security	55
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Tickets By Category Summary



OEOCR 2

CIT Services 1

Accounts	1
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COTS 1

Hardware	1
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IC Ticket Report with Category Summary

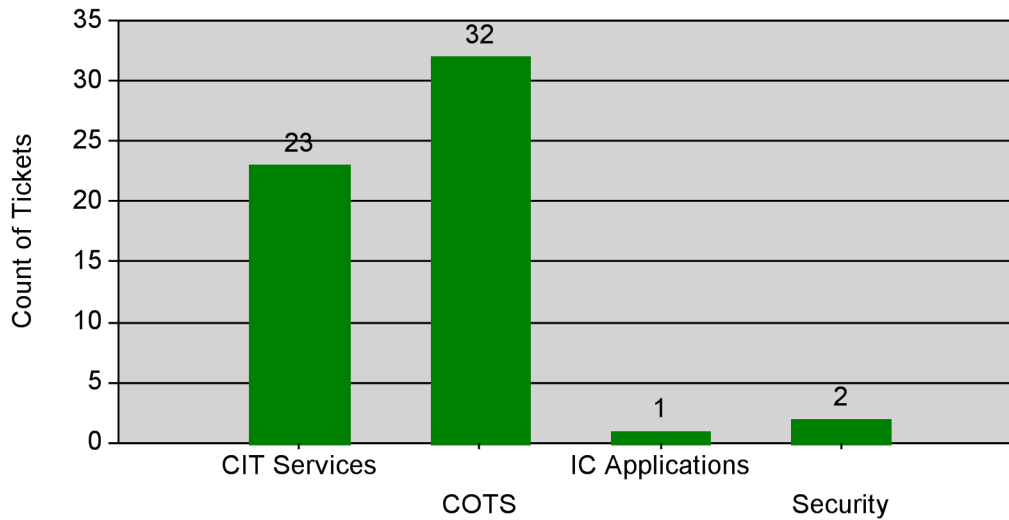


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11:59:59 PM

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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



OFAM		58
CIT Services		23
Accounts	10	
Back Office Support	1	
Email	9	
General Information	1	
NIHnet	1	
Telecommunications	1	
COTS		32
Application Support	11	
Hardware	21	
IC Applications		1
CC Clinical Applications	1	
Security		2
Anti Virus SW	1	
Security	1	

IC Ticket Report with Category Summary

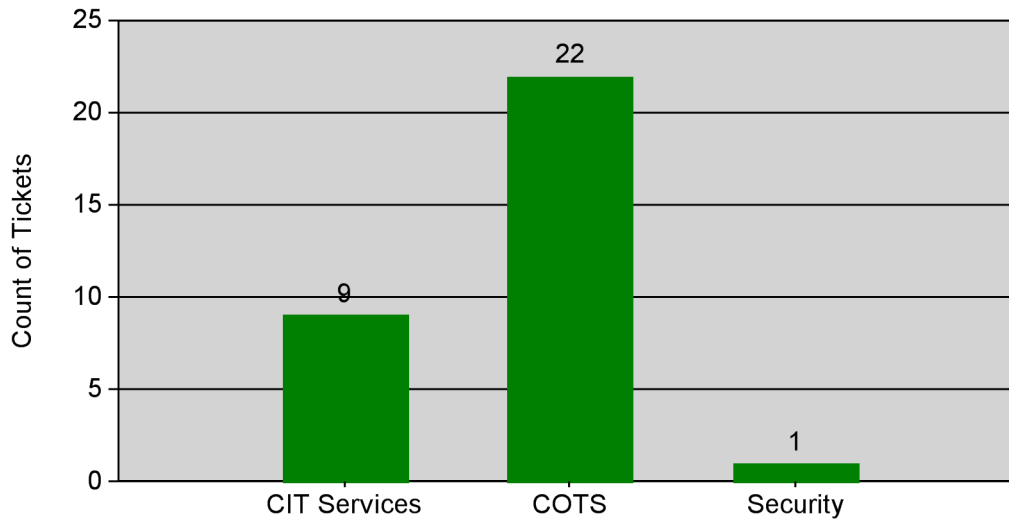


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Tickets By Category Summary



OFM	32
CIT Services	9
Accounts	3
Back Office Support	2
Email	2
General Information	2
COTS	22
Application Support	8
Hardware	14
Security	1
Security	1

IC Ticket Report with Category Summary

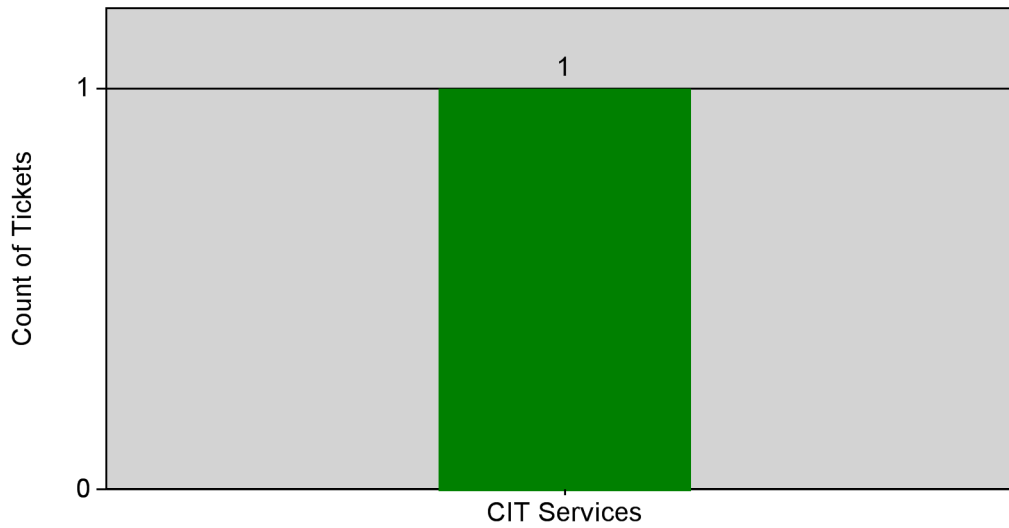


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Tickets By Category Summary



OFPO	1
CIT Services	1
Email	1

IC Ticket Report with Category Summary

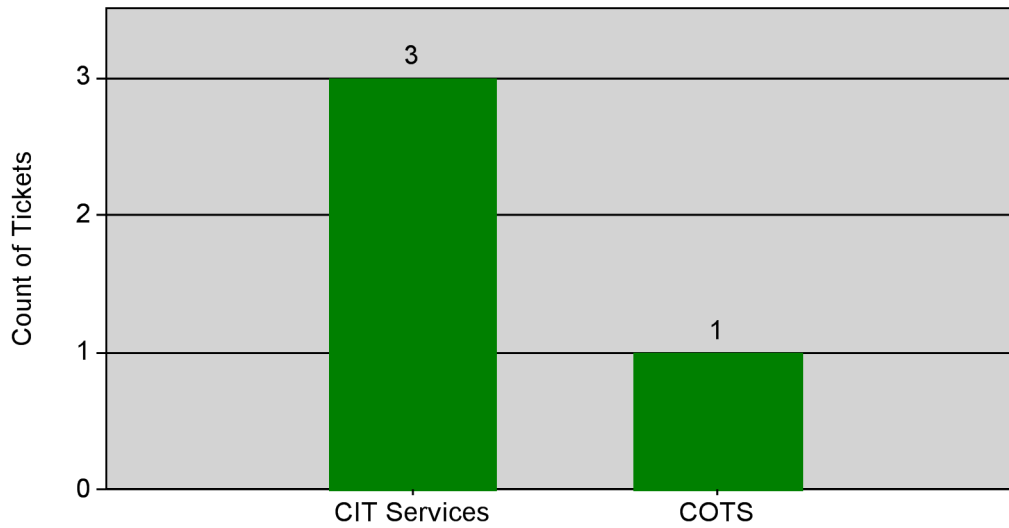


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



OHIT	4
CIT Services	3
Back Office Support	2
Email	1
COTS	1
Application Support	1

IC Ticket Report with Category Summary

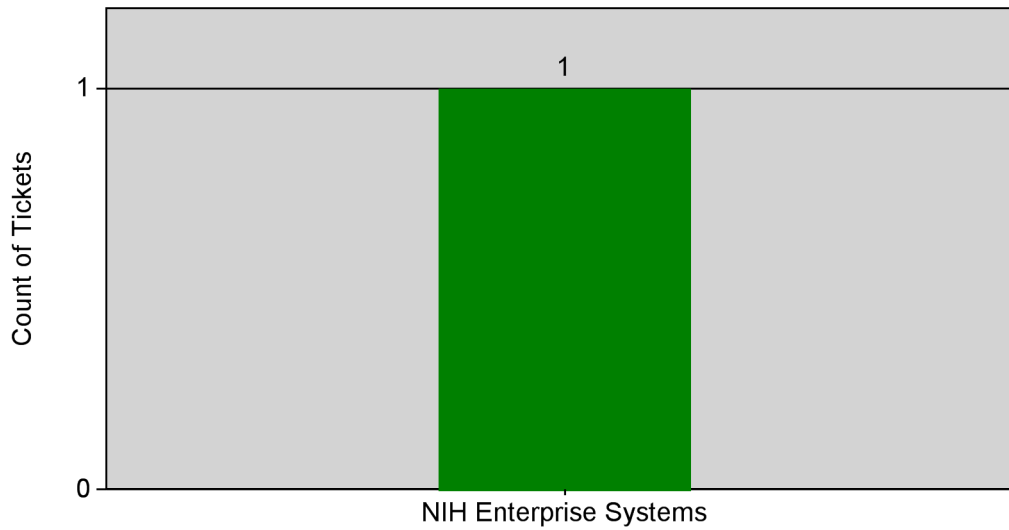


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Tickets By Category Summary



OIM	1
NIH Enterprise Systems	1
ITAS	1

IC Ticket Report with Category Summary

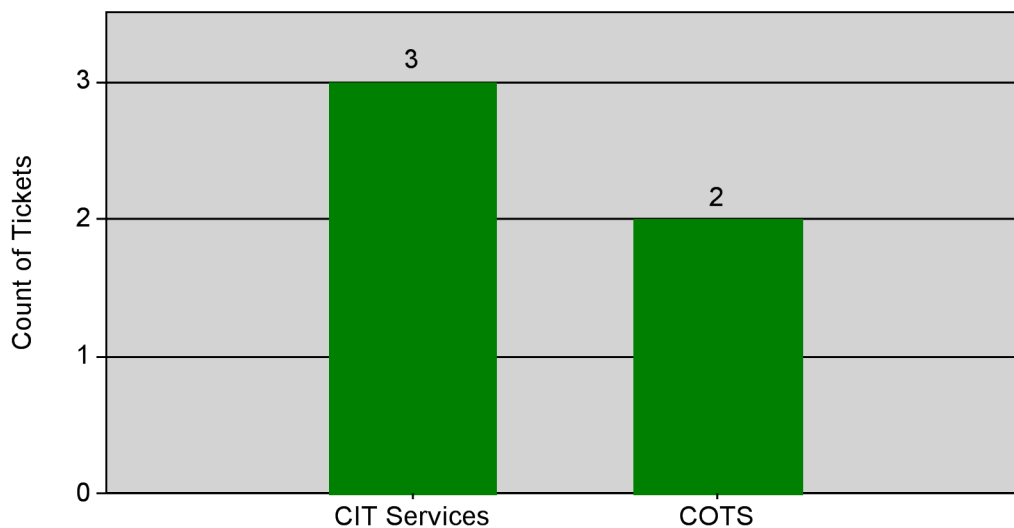


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Tickets By Category Summary



OL	5
CIT Services	3
Accounts	1
Back Office Support	1
Email	1
COTS	2
Application Support	2

IC Ticket Report with Category Summary

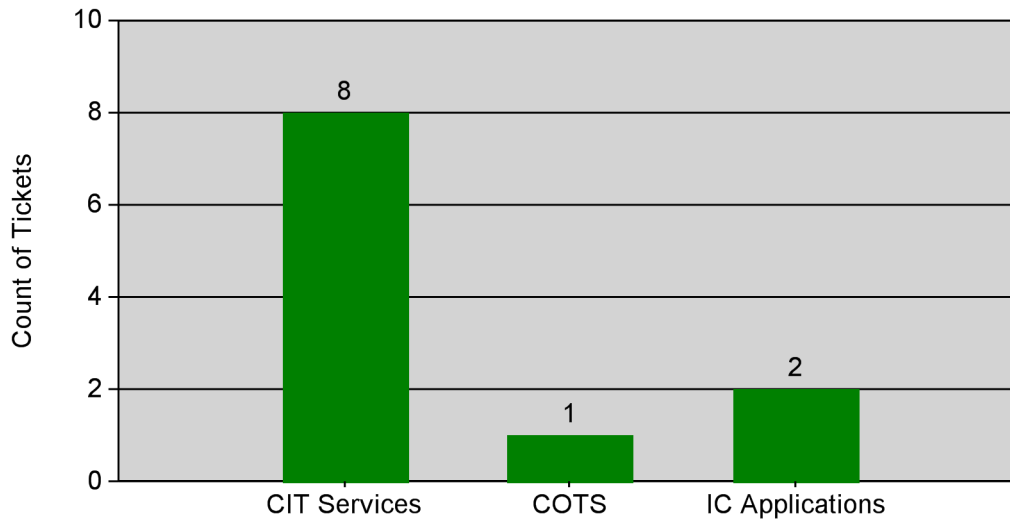


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Tickets By Category Summary



OM		11
CIT Services		8
Accounts	1	
Back Office Support	2	
Conference Room Support-Equipment Setup	1	
Connectivity	1	
Email	3	
COTS		1
Hardware	1	
IC Applications		2
Web Site Issue (non-CIT)	2	

IC Ticket Report with Category Summary

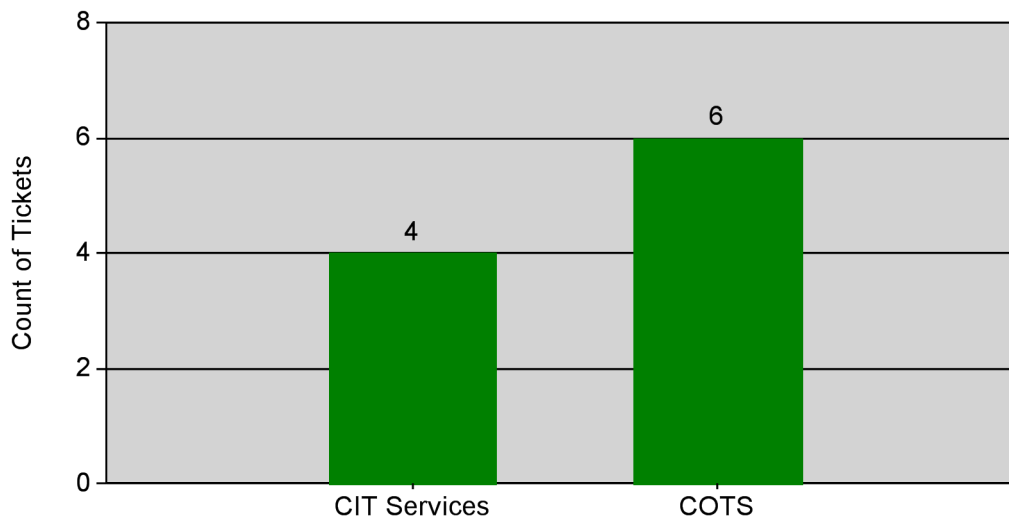


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Tickets By Category Summary



OPE		10
CIT Services		4
Accounts	1	
Email	3	
COTS		6
Application Support	4	
Hardware	2	

IC Ticket Report with Category Summary

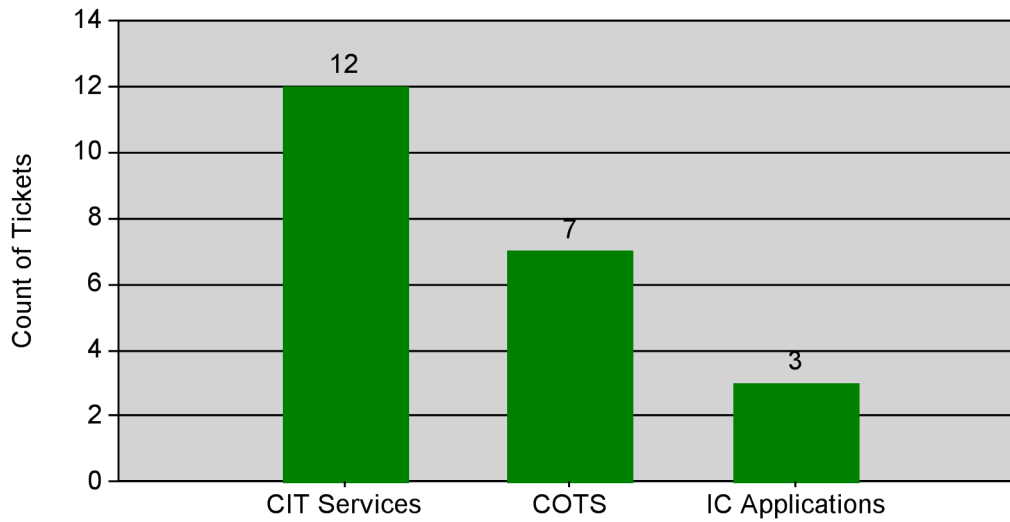


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Tickets By Category Summary



OPR		22
CIT Services		12
Accounts	5	
Back Office Support	1	
Email	6	
COTS		7
Application Support	5	
Hardware	2	
IC Applications		3
Local LAN	3	

IC Ticket Report with Category Summary

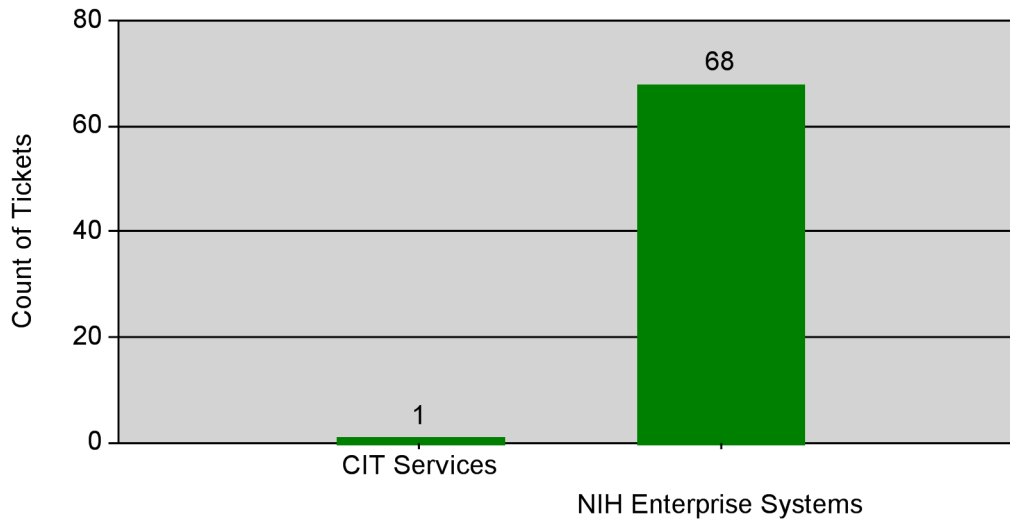


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



ORA	69
CIT Services	1
Video	1
NIH Enterprise Systems	68
ITAS	68

IC Ticket Report with Category Summary

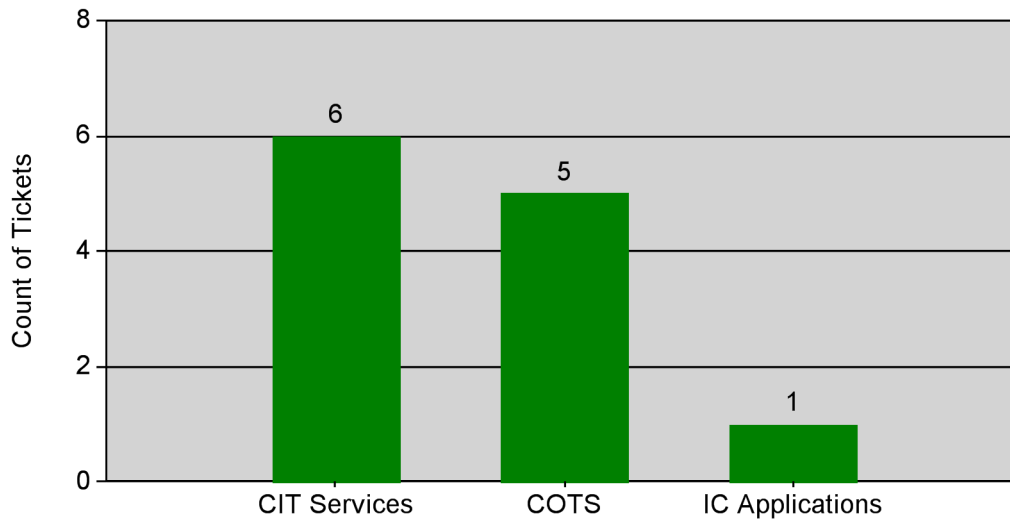


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Tickets By Category Summary



ORHP		12
CIT Services		6
Accounts	2	
Email	4	
COTS		5
Application Support	4	
Hardware	1	
IC Applications		1
Local LAN	1	

IC Ticket Report with Category Summary

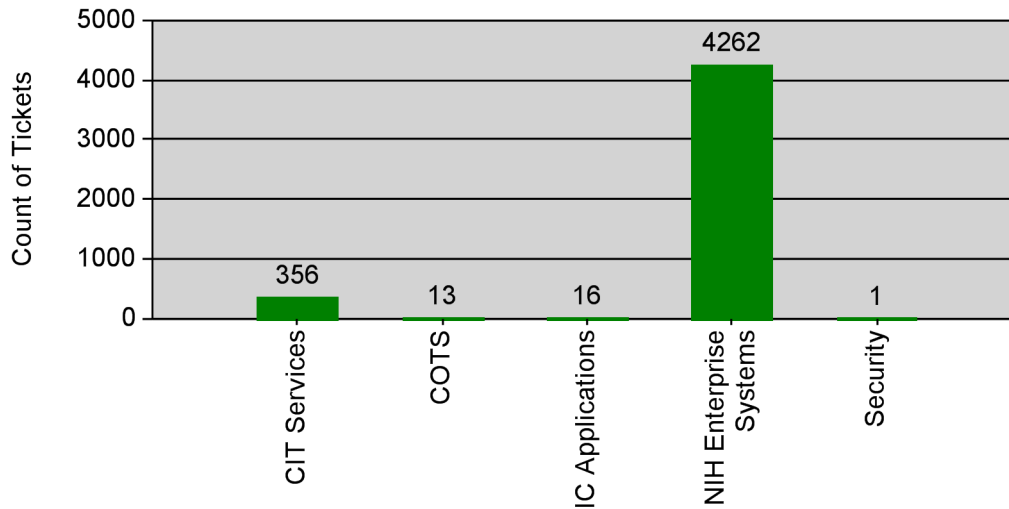


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Tickets By Category Summary



OTHER 4648

CIT Services 356

Accounts	197
CIT Categories	24
CIT Categories Remedy	2
Connectivity	6
Email	17
General Information	89
Helix Support	2
iSDP/Software Distribution	1
NIHnet	1
OS/390	9
Telecommunications	1
Training	3
Video	3
Wireless Services	1

IC Ticket Report with Category Summary



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COTS	13
Application Support	11
Hardware	2
IC Applications	16
Local LAN	1
Web Site Issue (non-CIT)	15
NIH Enterprise Systems	4262
ADB	1
Capital HR Func App Suppt	1
Capital HR Security	1
Capital HR Technical	1
eRA-COMMONS	2989
eRA-External	1147
eRA-Grants Management	68
eRA-IMPAC II	3
eRA-Infrastructure	2
eRA-Partnership Issues	3
eRA-Referral and Review	31
eRA-Reporting	3
eRA-UAT	5
NED	3
NIH Data Warehouse	1
NIH Services	3
Security	1
Security	1

IC Ticket Report with Category Summary

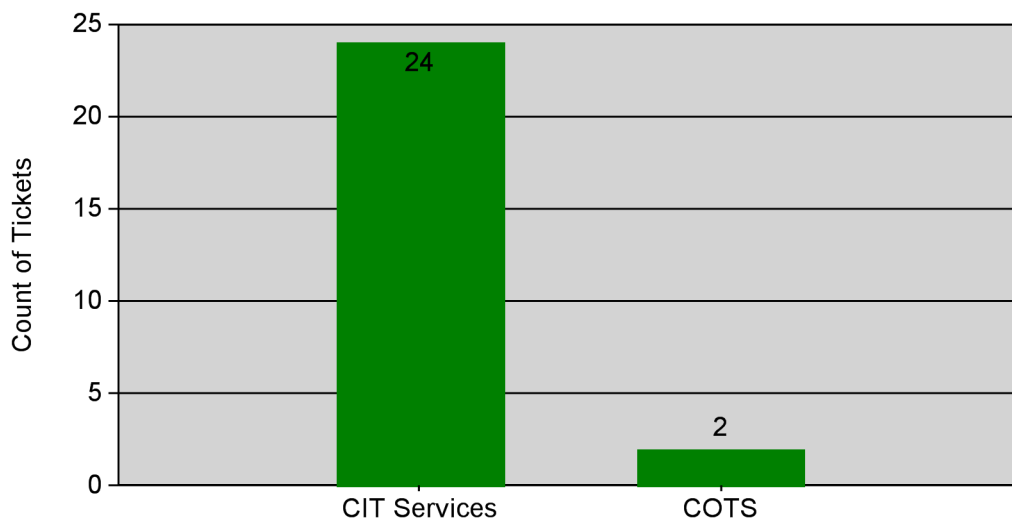


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Tickets By Category Summary



Region		26
CIT Services		24
Accounts	17	
Email	6	
NIHnet	1	
COTS		2
Application Support	1	
Hardware	1	